

Comments from 1st Draft – W912DR-05-R-0001

POC	Cdate Ctext	Para
		C.5.5.1.5.
		C.5.4.4.3.
		C.5.5.8.4.
		C.5.5.8.3.
		C.5.5.8.2.
		C.5.5.2.3.
		C.5.5.2.3.
		C.5.5.2.3.
		C.5.5.1.12.
		C.5.2.
		C.5.5.9.5.
		C.5.6.3.2.
	1/28/2005 PWS appears to be written at a 50,000 foot view of our organization, normally SOW are written very detailed and to the point. (Step 1, Step 2, Step 3). Don't know how a SOW can be written to cover all aspects of IM/IT for CONUS Corps Operating Mission in less than 200 pages. There is a lot of detail missing from	No reference
		C.2.2.
		C.5.7.8.
		C.5.6.1.1.
		C.5.1.
		C.5.5.2.2.1.
		C.5.2.1.3.
		C.5.4.7.5.
		C.5.2.1.2.
		C.5.1.13.
		C.5.2.1.4.
	12/15/2004 Various software and AIS applications need to be explicitly spelled out, such as in the Forrest Service PWS.	No reference

POC	Cdate	Ctext	Para
	1/28/2005	Field site support is mentioned once in this PWS again with a 50,000 foot view. Field site support covers about 50% of our support effort in IM/IT and they should receive the same level of service / response that the District, Division and HQ offices receive. This is the current method of support and SLA's HDO uses with the Help Desk Contract. The PWS specifies support of the USACE mission which technically covers the field but the vague definition of our mission can be misleading to a potential bidder.	No reference C.5.2.1.5. C.5.2.1.3.
ALL		In the following paragraphs, the word ""assist"" is consistently used and I feel is not strong enough. The word ""assist"" to me means ""help"" as in helping another. But in many of these activities the SP will be the sole provider of the service, not a helper. Another word needs to be used.	No reference
	1/28/2005	State your concern and what you think should be done about it: Several sections describing the "SP shall assist". Does this mean that the SP is not directly responsible for the service or function being referenced and that they are assisting government personnel who are responsible - i.e. the service/function is governmental in nature?	No reference
AUTOMATION		PWS should include adherence to SDSFIE standards and ensuring 100% compliance. Add develop, maintain and update required e-GIS PMP Need to be consistent with format... (CRA)	C.5.2.1.5. C.2.1.
	1/27/2005	Recommend adding: Automated Patch Management Recommend adding: Automate the deployment of operating system, application, and security patches across the deployed environment to mitigate risk.	C.5.2. No reference
	1/26/2005	CADD and GIS are beyond specialized software applications. They are production tools. Control in choice of applications, versions, upgrades, configurations and such should rest with personnel that have a vested interest in assuring that districts can perform their work at the highest level. The wording to me gives the SP virtually unlimited control on what is used. Licensing should be by government personnel managing the direction of CADD usage.	No reference
		Backup of CADD files is different than backup of regular files that IM may do. Backup and recovery should be defined in such terms as daily, weekly, monthly and 2-year backups as a minimum. The nature of CADD usage requires the ability to restore files from any given point in history, not just last week. This requirement is definitely not addressed anywhere in this document.	No reference
		Need to be consistent with format. add (IS).	C.2.1.

POC

AUTOMATION

Cdate Ctext**Para**

IS Serious Incident. Need to identify what IS stands for here. C.2.1.

IT Architecture Need to identify what IT stands for C.2.1.

Need to make column wider to accommodate ACRONYMNS!! C.2.2.

1/27/2005 Comment: Are the secure off-site locations to be provided by the SP or will backups be stored in Government facilities? No reference

Recommend adding: Web-Based Business Application Services C.5.2.

Recommend adding the following: The SP shall provide services to integrate, consolidate, migrate, and otherwise host USACE functional business applications and systems in one or more data centers. In support of this deployment, the SP shall, for example:

a. Migrate those applications and systems that can be housed in a data center and accessed directly via web interface from USACE locations to the data center.

b. Procure software, licensing, Client Access Licenses (CALs) and other special requirements to operate the data center(s).

c. Implement operating procedures addressing, at a minimum:

1. Daily Operations and Maintenance

2. COOP Activities

3. Data Replication

4. Problem Identification and Escalation

5. Hardware Life Cycle and Technology Refreshment

6. Software Versioning and License Management

7. Data Backup, Archival and Restoration

8. Physical Security, Personnel Access and Discretionary Controls

d. Ensure all documentation pursuant to DITSCAP accreditation is available upon request.

e. Assist in Service Level Agreement (SLA) development and refinement.

POC

AUTOMATION

Cdate Ctext

1/27/2005 Recommend adding: Systems Remote Management (SRM) Solution

Para

C.5.2.

Recommend adding: Recommend, provide, integrate, install, maintain and refresh (in accordance with a routine and described frequency) a Systems Remote Management (SRM) solution. The purpose of the remote management software is to allow the Primary Site and Alternate sites, when required, to operate in a "lights-dim" -- minimum on site staffing -- manner. The proposed solution should allow for optimized staffing, allowing operations of all sites from a virtual location. The proposed solution should provide a means for managing operational activities across disparate, distributed environments. The solution allows users to have the visibility and control needed to effectively manage their complex operations infrastructure. The proposed solution must include all hardware and operating system software required.

Recommend adding: Service Level Management (SLM) Solution C.5.2.

Recommend adding: Recommend, provide, integrate, install, maintain and refresh (in accordance with a routine and described frequency) a Service Level Management (SLM) solution, to include the ability to monitor and report on end user experience. The Service Level Management solution must allow the USACE to measure system availability, quality of service provided, overall system performance, and other service level agreements and performance metrics of the Enterprise (including the Primary Data Center and Alternate sites).

Recommend adding: Data Store

C.5.2.

Recommend adding:
Implement a Defense Messaging System (DMS) compatible data store solution.

Recommend adding: Unified Messaging

C.5.2.

Recommend adding: Implement a unified messaging capability throughout the USACE tying together voice mail, email, pager, cell phone, and wireless and PDA technologies in conjunction with published USACE documentation. This service will support organizational initiatives to support a mobile, telecommuting workforce.

Recommend adding: Service Levels and General Requirements for Unified Messaging as a Technical Exhibit.

POC

AUTOMATION

Cdate Ctext

1/27/2005 Recommend adding: Personal Home Directories

Para

C.5.2.

Recommend adding: Web-accessible file services will be available to all USACE users. File server and support infrastructure will be sufficiently robust to ensure the required service levels and will be engineered and configured to accommodate future expansion, if required.

Recommend adding: Service Levels and General Requirements for Personal Home Directories as a Technical Exhibit.

Recommend adding: Data Backup

C.5.2.

Recommend adding: The SP will be provide a data backup capability that will support the initial data configuration and be incrementally expandable to meet the objective data storage capabilities.

POC
AUTOMATION

Cdate Ctext
1/27/2005 Recommend adding: Core Enterprise Services

Para
C.5.2.

There has been discussion of development of an enterprise portal. Recommend adding: The SP will provide an enterprise infrastructure with a robust, scalable portal that provides a single point of entry to the various applications and content valuable to the enterprise.

You could then describe initial core services to be provided such as:

- Single point of entry to disseminate "Sensitive But Unclassified" information in a controlled USACE-wide environment with document check-in/out, email notifications, and permission-based access to specific document sites.
- User authentication via Lightweight Directory Access Protocol (LDAP) username/password.
- Single Sign On for over "x" applications
- Directory services and white pages for over 39,000 users
- Portable Web mail accounts for military/civilian users.
- Instant Messaging/Chat
- Self-help as well as a fully staffed Help desk
- Web-accessible shared organizational and personal file services.
- Ensure all documentation pursuant to DITSCAP accreditation is available upon request.
- Assist in Service Level Agreement (SLA) development and refinement.

Recommend adding: Technology Refreshment C.5.2.

Recommend adding: The SP will offer as part of the monthly service charge technology refreshment of hardware and software.

Recommend adding: General Requirements for Technology Refreshment as a Technical Exhibit.

Recommend adding: Automated Server Deployment C.5.2.

Recommend adding: Recommend and provide an automated server deployment function that will provision software infrastructure (i.e. operating systems, middleware, etc.) to servers located at the Primary Site and the Alternate Sites and have the ability to support other multiple locations from a

POC**AUTOMATION****Cdate Ctext****Para**

Need to add: DAPS, GPO, IS, VTC, CATV, CCTV (is identified as CCVT) in list, DOD should be DoD (consistent with PWS), ECP, HF, PSB, RCOIP should be RcoIP (consistent with PWS), ROI, TCS/TDY, UHF, VHF, T-1, CATV

C.2.2.

1/27/2005 Recommend adding: Automated Code and Content Deployment

C.5.2.

Recommend adding: Automate the processes of uploading and deploying new application code and content throughout the enterprise and facilitate the role-back of code and software when necessary.

Recommend adding: Automated Enterprise Management Capability

C.5.2.

Recommend adding:

Recommend, provide, integrate, install, and maintain an Automated Enterprise Management solution that will, at a minimum, provide the capability to manage system software/hardware configurations, perform configuration audits, manage software distribution, and electronically replicate system configuration and provisioning between the Primary Site and the Alternate Sites in order for one site to take full operational control in the event the other site fails.

Recommend adding: Configuration Expansion

C.5.2.

Recommend adding: The SP shall propose and separately price on a per unit per month basis, the ability to expand the delivered or existing configurations of the Primary Site and the Alternate Sites by adding any of the then-current objective architecture components, in any desired quantity, add additional software licenses and support agreements as required to expand the delivered or existing configuration to meet the hardware expansion, and provide the USACE the ability to add fully operational data storage at anytime during the base or option years of the contract. The SP will propose how the government will retain ownership of leased storage in the advent of classified storage damage or replacement.

Recommend adding: Infrastructure Systems Management

C.5.2.

Recommend adding the following: The SP shall develop plans to integrate, consolidate, migrate, or otherwise host USACE applications and systems in one or more data centers. The SP shall recommend where these data centers should be located. The Government reserves the right to provide these Data Centers as GFE. The SP shall develop a recommendation on a business model to use (buy, lease, or provide service).

POC
AUTOMATION

Cdate Ctext
1/27/2005 Recommend adding: Attached Storage

Para
C.5.2.

Recommend adding:
Implement shared organizational and personal file services in conjunction with published USACE documentation. The USCAE will implement a web-accessible network attached storage solution that supports the entire USACE population including both organizational shared folders and personal home directories.

Recommend adding: Service Levels and General Requirements for Attached Storage as a Technical Exhibit.

12/6/2004 Sections of the Draft PWS refer to "unique requirements" as identified in the technical exhibits (example is Section C.5.2.10 of the Draft PWS). As noted in the cover letter to the Draft PWS, USACE is planning to include the technical exhibits in the complete solicitation to be released May 2005. We respectfully request that USACE make available these materials prior to May 2005. Would USACE consider preparing and releasing these materials under separate distribution or as an update/revision to the PWS?

C.5.2.10.

Licensing should be by government personnel managing the direction of CADD usage. No reference

Seems surveillance is one-sided responsibility of government. May want to consider dual role or partnership between SP and government. TE's

Did you consider requiring the SP QC lead to provide a quarterly report? TE's

PRS sets performance levels and penalties for deviations. Are algorithms specified for payments/penalties based on some industry standard or is this found in MIL-STD-1916? TE's

Provide a draft of the QASP to the SSPO for review. TE's

What TE number will be assigned to Deviation percentages set forth in the PRS applied to each individual site? Is this a potential TE16? Consult with Cathey Robertson to see if payment conditions specified here need to be added to other sections of contract. TE's

PRS are binding within the contract. Copy should be adjusted to read: 1. PERFORMANCE REQUIREMENTS SUMMARY (PRS). The rights of the Government and remedies described in this PRS, which is a part of the contract, are in addition included and required as part of other rights and remedies set forth in the contract. Check that with Cathey Robertson to be sure. TE's

POC

AUTOMATION

Cdate Ctext**Para**

- 1/26/2005 CADD also includes the term 'design'. This document addresses only the drafting part of CADD. It is not reasonable to expect the SP to support production efforts in the use of design applications that are now a part of CADD. Items such as Inroads, Triforma, Architectural Desktop. These require a level of engineering knowledge to be able to understand and use. This is nowhere addressed in this document.
Add column for Local (L), Regional (R) or Enterprise-level (E). TE's
- 1/26/2005 The COE already has in place a team and processes for establishing policies and standards in CADD. We do not need someone from the outside stepping in and setting policy. C.5.2.1.5 Geographic Information Systems Support 1. Same comments as above, just replace CADD with GIS. C.5.2.5 Server Support and Services 1. As written the SP is to make the decisions of the items identified. As written, this would remove the ability for government forces to determine what software would be used for such things as document management, web servers, and any other server based software. 2. It also said they are responsible for training. There is no definition on CADD application/usage training. Typically, this is a function of engineering division (or any other division) to determine and arrange any training it feels is important and necessary for people's work. 3. Backups and restore requirements are not defined in this area either. C.5.5.1.8 Records Maintenance and Use (Electronic) 1. This includes reference to document management. This has become a rather vague term. What "document management" software tool is used should be determined by the production requirements of an organization. As written, this paragraph is either meaningless or allows the SP sole control over software. C.5.7.4.5 3-D Computer Animation Projects 1. 3-D animations are becoming more common in engineering/architectural applications. These include things like flyovers of building sites, and walkthrough of buildings. This can be done by CADD software or by standalone software that uses CADD files as the building block of the animation. There isn't any reason why this should be solely a responsibility of the SP. C.5.2.5.
- Add column for estimated annual frequency of requests per PWS data call, regulation or policy memorandums, letter of instructions, etc. TE's
- 12/14/2004 Need to be consistent with format i.e. Community of Practice (COP) C.2.1.

POC

AUTOMATION

Cdate Ctext**Para**

1/25/2005 What about web portals? We are going in that direction; that should be addressed. Need definition of levels of access; need redundancy. Will there be a list of software to be supported? Need to say that web should reference E-Gov, Clinger-Cohen, President's agenda etc.; need level of expertise to move forward. Mission Statement for Automation does not seem to be fully captured in this verbiage.

C.5.2.2.

Support of local, regional and enterprise-levels of the USACE organizations is discussed - recommend to place that sentence in all paragraphs of paragraph C.5.2.

C.5.2.5.

1/28/2005 C.5 Information Management and Information Technology (IMIT), Page 84. C.5.2.1.4 Computer Aided Design and Drafting (CADD) Support. Replace Existing Paragraph. The USACE CADD functional engineering and scientific proponents shall be responsible to establish and enforce CADD policies for the organization, support standards, customize and configure installed client and server software, define overall system policies with respect to the design environment, select design software and coordinate CADD activities throughout and across the organization. The USACE CADD Functional engineering and scientific proponent will also manage CADD budgets, distributed costs and the SP IMIT CADD support. The SP shall provide IMIT CADD support including, but not limited to, software acquisition, licensing, installation, upgrades and security patches in coordination with the CADD System Engineering functional manager. In addition, the IMIT CADD support shall include workstation, server and plotting devices support, maintenance, troubleshooting, removal, disposal, and replacement in coordination with the USACE CADD functional engineering and scientific proponent. Reasoning: Existing paragraph needs replaced to clarify roles and responsibilities between the USACE functional engineering and scientific proponents and the SP IMIT CADD Support.

C.5.2.1.4.

Call center operations and Support Services supplied by SP should be staffed appropriately to cover all normal business hour operations in all time zones of USACE offices that are supported by the SP.

No reference

Page No.

C.5.2.1.4 CADD Support

C.5.2.1.4.

Support (p.89)

State your concern and what you think should be done about it:

Where is the split between the SP and the Functional Proponent (who may be doing all of this now)? Does the SP provide all of the network admin/server support, and help desk support? And the proponent provides users with CADD and GIS functional support? Does the SP do it all? If the SP is to provide Help Desk support then CADD and GIS Support needs to be added to C.5.1.12 on p.87.

C.5.2.1.5.

and C.5.2.1.5 GIS

POC

AUTOMATION
and C.5.2.1.5 GIS

Cdate Ctext

1/28/2005 Page No.
C.5.1.12.

Support (p.89)

State your concern and what you think should be done about it:

Where is the split between the SP and the Functional Proponent (who may be doing all of this now)? Does the SP provide all of the network admin/server support, and help desk support? And the proponent provides users with CADD and GIS functional support? Does the SP do it all? If the SP is to provide Help Desk support then CADD and GIS Support needs to be added to C.5.1.12 on p.87.

C.5 IMIT, p. 91

C.5.2.1.5. Geographic Information Systems (GIS)

Support

Revise the first sentence to align language with existing USACE policy about Geospatial Data and Systems.

"The SP shall provide IMIT support to USACE Geospatial Data and Systems."

Reasoning: Improve alignment of PWS language with existing USACE policy about Geospatial Data and Systems in accordance with ER 1110-1-8156.

Para

C.5.2.1.4 CADD Support

C.5.2.1.5.

1/26/2005 The COE already has in place a team and processes for establishing policies and standards in CADD. We do not need someone from the outside stepping in and setting policy. C.5.2.1.5 Geographic Information Systems Support 1. Same comments as above, just replace CADD with GIS. C.5.2.5 Server Support and Services 1. As written the SP is to make the decisions of the items identified. As written, this would remove the ability for government forces to determine what software would be used for such things as document management, web servers, and any other server based software. 2. It also said they are responsible for training. There is no definition on CADD application/usage training. Typically, this is a function of engineering division (or any other division) to determine and arrange any training it feels is important and necessary for people's work. 3. Backups and restore requirements are not defined in this area either. C.5.5.1.8 Records Maintenance and Use (Electronic) 1. This includes reference to document management. This has become a rather vague term. What "document management" software tool is used should be determined by the production requirements of an organization. As written, this paragraph is either meaningless or allows the SP sole control over software. C.5.7.4.5 3-D Computer Animation Projects 1. 3-D animations are becoming more common in engineering/architectural applications. These include things like flyovers of building sites, and walkthrough of buildings. This can be done by CADD software or by standalone software that uses CADD files as the building block of the animation. There isn't any reason why this should be solely a responsibility of the SP.

POC

AUTOMATION

Cdate Ctext**Para**

- 12/15/2004 This paragraph requires the SP to provide AV services. C.5.2.7.1.
Generally, by regulation, LM owns, operates and maintains installed AV equipment, i.e., building public address system. IM "owns", operates and maintains portable AV equipment. Responsibilities should be clarified, especially considering that LM will soon undergo an A-76 competition of its own.
- 12/14/2004 These last sentence of each of these paragraphs refers C.5.2.1.4.
to the functional proponents of these systems. The functional proponent should be more clearly identified by specific organization and job title, consistent with the definition of functional proponent given in paragraph C.2.1. Each enterprise system can only have one functional proponent.
- Services should be maintained within each facility so C.5.2.7.
the facility can continue to operate e-mail internally even if a mail gateway goes down. Client security; filtering and screening messages and attachments; customization of folders; assisting with item management modification; filtering for malicious code and worms; folder size control management; security of shared folders/boxes;
- Geographic Information System (GIS) support within C.5.2.1.5.
USACE appears to have evolved into support for USACE Enterprise Geospatial Data and Systems (eGD&S). A definition for Enterprise Geospatial Data and Systems should be added to paragraph C.2.1 Definitions, along with a complete definition, and the acronym eGD&S should be added to paragraph C.2.2. In addition, paragraph C.5.2.1.5 should be updated to include a discussion of the scope of the eGD&S initiative. The USACE eGD&S architecture and work flow model should be provided in the PWS, or referenced elsewhere in the document.
- CADD and GIS are beyond specialized software No reference
applications. They are production tools. Control in choice of applications, versions, upgrades, configurations and such should rest with personnel that have a vested interest in assuring that districts can perform their work at the highest level. The wording to me gives the SP virtually unlimited control on what is used.
- It should be added that upgrades and installations should C.5.2.1.4.
be performed when requested and as often as requested (CADD upgrades of software can occur multiple times a year requiring either scattered upgrades or entire sweep of users). C.5.2.1.4 Computer-Aided Design and Drafting Support 1. Require a trained and qualified person for providing CADD IMIT support 2. Acquisition of software should be by the government personnel managing the direction of CADD production.

POC

AUTOMATION

Cdate Ctext

1/27/2005 Recommend adding: Technology Enhancement/Upgrades

Para

C.5.2.

Recommend adding: The SP will propose, as necessary, or at the request of USACE and in conjunction with the architecture assessment of hardware and software technology enhancement/upgrades.

Backup of CADD files is different than backup of regular files that IM may do. Backup and recovery should be defined in such terms as daily, weekly, monthly, and 2-year backups as a minimum. The nature of CADD usage requires the ability to restore files from any given point in history, not just last week. This requirement is definitely not addressed anywhere in this document.

No reference

1/27/2005 The USACE requires two tiers of test and evaluation - C.5.2.
modeling and simulation of proposed changes utilizing the OPNET toolset, and actual load testing of software and hardware configurations in a simulated operational environment. In particular, the SP shall:

- a. Design, procure product, install, and implement a test lab environment that faithfully simulates the USACE info structure environment.
- b. Develop test scripts, scenarios, and acceptance criteria for each proposed configuration change.
- c. Conduct tests; capture, document, and publish test results.
- d. Develop OPNET models, scenarios, and acceptability thresholds for each proposed configuration change.
- e. Execute OPNET models; capture, document, and publish modeling results. The SP shall develop and maintain modeling simulations using the OPNet modeling tool. OPNet models shall rely, as much as possible, upon automatic capture of IT metrics and data, and will fully illustrate the baseline configurations of the USACE's data center and key application infrastructure. Specific to this task, an OPNet model shall be developed and maintained for the planned solution, prototype implementation (as built), and full production solution (as built). These OPNet models will be made available to all USACE planning activities upon request, for the purpose of testing, planning, and 'what-if' simulations.
- f. Publish recommendations and findings for all tests, modeling simulations, and assessments.
- g. Integrate the testing operation with advanced software development methodologies implementing industry management control standards such as the SEI CMM Level 3 (or higher) or ISO 9000 (or higher).
- h. Ensure all documentation pursuant to DITSCAP accreditation is available upon request.
- i. Assist in Service Level Agreement (SLA) development and refinement.
- j. Measure operations and activities pursuant to this Task, and provide metrics suitable for use in SLA-managed operations.

POC	Cdate	Ctext	Para
AUTOMATION		<p>Is this supposed to be TE-9. SERVICE LEVEL MATRIX?</p> <p>The COE already has in place a team and processes for establishing policies and standards in CADD. We do not need someone from the outside stepping in and setting policy. C.5.2.1.5 Geographic Information Systems Support 1. Same comments as above, just replace CADD with GIS. C.5.2.5 Server Support and Services 1. As written the SP is to make the decisions of the items identified. As written, this would remove the ability for government forces to determine what software would be used for such things as document management, web servers, and any other server based software. 2. It also said they are responsible for training. There is no definition on CADD application/usage training. Typically, this is a function of engineering division (or any other division) to determine and arrange any training it feels is important and necessary for people's work. 3. Backups and restore requirements are not defined in this area either. C.5.5.1.8 Records Maintenance and Use (Electronic) 1. This includes reference to document management. This has become a rather vague term. What "document management" software tool is used should be determined by the production requirements of an organization. As written, this paragraph is either meaningless or allows the SP sole control over software. C.5.7.4.5 3-D Computer Animation Projects 1. 3-D animations are becoming more common in engineering/architectural applications. These include things like flyovers of building sites, and walkthrough of buildings. This can be done by CADD software or by standalone software that uses CADD files as the building block of the animation. There isn't any reason why this should be solely a responsibility of the SP.</p>	TE's C.5.2.1.5.
	12/14/2004	These last sentence of each of these paragraphs refers to the functional proponents of these systems. The functional proponent should be more clearly identified by specific organization and job title, consistent with the definition of functional proponent given in paragraph C.2.1. Each enterprise system can only have one functional proponent.	C.5.2.1.5.
	1/31/2005	Does this include office automation (CEFMS, timekeeping, etc.) - or is it limited to only large entry such as P2? Who decides what data entry falls into this category?	No reference
		The New Orleans District's Operation Division's position is that the data entry and management of the data related to the Lock Performance Monitoring System (LPMS) should remain exclusively a government function.	No reference

POC	Cdate	Ctext	Para
AUTOMATION	1/28/2005	C.5 Information Management and Information Technology (IMIT), Page 84. C.5.2.5 Server Support and Services. Add the following sentence after: "including but not limited to CADD, GIS, hardware and software management, caching, content management, Intrusion Detection Systems (IDS), and server peripherals." Server Support and services shall be coordinated with USACE functional proponents. Reasoning: SP should coordinate with USACE functional components to ensure Systems are operational and that support and services do not affect Projects and schedules.	C.5.2.5.
	1/25/2005	Page 92. Para. C.5.2.4-In the second sentence, include copiers, lap tops, and servers to office automation devices.	C.5.2.4.
		Need IM CoP to review this during next Industry Review Period -just prior to posting final solicitation.	TE's
		No more comments on rest of chart until new columns are added.	TE's
		RS5. Update ITIPS is a National requirements and required 4 times per year. Output is updated database within time frames set by ITIPS PM.	TE's
		RS4. Is Output a review? How would you measure deviation?	TE's
		Add a column for Output, as necessary, such as RS3 New Technology - Output: Max 10 page white paper with references.	TE's
		CADD also includes the term 'design'. This document addresses only the drafting part of CADD. It is not reasonable to expect the SP to support production efforts in the use of design applications that are now a part of CADD. Items such as Inroads, Triforma, Architectural Desktop. These require a level of engineering knowledge to be able to understand and use. This is nowhere addressed in this document.	No reference
	1/31/2005	What about web portals? We are going in that direction; that should be addressed. Need definition of levels of access; need redundancy. Will there be a list of software to be supported? Need to say that web should reference E-Gov, Clinger-Cohen, President's agenda etc.; need level of expertise to move forward. Mission Statement for Automation does not seem to be fully captured in this verbiage.	C.5.2.2.
		General concerns about the "include, but not limited to," phrase leaving the contract open for unlimited modification. Metrics are not defined. Will they be determined by policy set by USACE CCB?	C.5.2.7.
		State that we use Outlook and tend to want to stay with that level of functionality. Also, overall DOA initiatives define what system we can use.	C.5.2.7.
		Need CAC Middleware support added. No level or service or quantity specified.	C.5.2.7.1.
		Add "customer training and orientation" after "desk" on last line of paragraph.	C.5.2.7.1.

POC

AUTOMATION

Cdate Ctext**Para**

1/31/2005 PWS needs to list How many pages per year, pages per site, etc. In general, WWW support in the Corps is poorly managed at a corporate level. Do we want the current level of loose, independent site management, or movement to a direction of "active content management" solutions (e.g. Peachtree) and aggregation of the proliferation of similar sites within the Corps. If so, this is -- again R&D -- not O&M....

C.5.2.8.1.

1/27/2005 Recommend adding: Recommend and provide a proven solution that replicates Oracle databases maintained at the Primary Site and the Alternate Sites on a real-time basis. The solution will provide a high-speed, high-performance Oracle database replication product that enables users to replicate large volumes of data and database activities over local and wide area networks.

C.5.2.

The Oracle databases that are replicated will be fully accessible by the applications that utilize them. The end state capability should provide two operational facilities capable of active-active replication between both sites. The security, integrity, and confidentiality of the data must be ensured during replication between the sites.

l. Operate the USACE data centers providing 24x7 availability in accordance with published SLAs and operational procedures and processes.

m. Operate and sustain USACE Active Directory repositories, including user account and object management.

n. Operate and sustain USACE Exchange electronic mail, including user account and mail management.

o. Operate and sustain USACE Exchange electronic mail archival services, including storage, cataloging, search & retrieval, and permanent media off-line storage.

p. Maintain folders and shared file space based upon Active Directory OU structure; apply appropriate permissions and controls.

q. Host those functional applications and services that can be housed in a data center and accessed directly from USACE locations via Web browser technologies.

r. Host those functional applications and services that can be housed in a data center and accessed directly from USACE locations via Web-wrapper technologies (CITRIX, Windows terminal Server, etc.). Operate and support these applications and services from the data center.

s. Host general network services (e.g., Database services, COOP services, Data Warehousing services, Security services, etc.) that are not specifically tied to functional applications, but that may be shared by many (or all). Operate and support these services from the data center.

t. Actively track application utilization, capture and archive application traffic data, perform trend analysis and forecasting; provide results via a web-accessible reporting system made available for all authorized

POC	Cdate	Ctext	Para
AUTOMATION	1/31/2005	Why does SP have responsibility for replacement of workstation, server, and network CADD and GIS assets but nothing else?	C.5.2.1.4.
	1/27/2005	Recommend adding: Data Center Infrastructure	C.5.2.
		Recommend adding: The SP may be directed to develop, equip, and initiate operations of one or more data centers, on a reimbursable basis. At Government direction, the SP shall:	
		a. Purchase, configure, and deploy the LAN infrastructure (Gigabit Ethernet switches, load balancing switches, server clusters, etc.) necessary to begin installation and migration of USACE applications and services to the data center with prior dollar amounts approved by the Government.	
		b. Purchase, configure, and deploy all servers, storage, peripherals, operations workstations, and related connectivity hardware, system software, database software, and utilities necessary to provide all data center services as specified in the data center plans and not otherwise provided for in this statement of work with prior dollar amounts approved by the Government.	
		c. Purchase, configure, and install all software, licensing, Client Access Licenses (CALs) and other special automation items required to operate the data center and not otherwise provided for in this statement of work; ensure USACE compliance with all applicable software licensing contracts, regulations, and statutes with prior dollar amounts approved by the Government.	
		d. Purchase hardware maintenance support plans, software support plans, and COTS software vendor assistance as required by the Government to support	
	1/31/2005	Insert "transmission of attachments, free-busy review of others, calendar sharing, organizational mailboxes, granular delegation, integration with EDMS, integration with collaboration tools, archiving," after "spell checking" on line 4.	C.5.2.7.
		What about webification of legacy applications?	C.5.2.2.
	12/15/2005	Some areas indicate that SP will be administering contract. See ""assist"" in ""writing and administering contracts."" I thought this would be ""government in nature"" work.	C.5.2.1.1.
	1/31/2005	Insert the phrase "some or all" after the word "to" on line 5. Is all intranet information to be made available to all members of USACE or will they be permissions maintained to allow need-to-know?	C.5.2.2.
		Clarify the words "partner with USACE." Partnering is a marketing term. It does not define any particular value-added requirement. By definition the entire PWS requires "partnering" with the government.	C.5.2.1.5.
		Why does SP have responsibility for replacement of workstation, server, and network CADD and GIS assets but nothing else? What about the acquisition of GIS data from other agencies or through purchase?	C.5.2.1.5.

POC

AUTOMATION

Cdate Ctext**Para**

1/31/2005 Statement is too broad to be meaningful. Also as stated this work could easily be outsourced to, say India. The PWS needs a statement requiring that all work be performed in the USA. C.5.2.3.

Define "facilitating end-user publication technologies." We cannot publish anything greater than 25 copies, without using GSA..... C.5.2.2.

Define end-user requirements within the organization – local/regional/HQ level. List the services that must be provided. C.5.2.5.

The phrase, "...shall partner with..." requires much better definition to understand what the SP provides versus the Corps functional areas. This provides no contractual clarity, and will result modifications to contract. C.5.2.4.

Why does SP have responsibility for replacement of workstation, server, and network CADD and GIS assets but nothing else? C.5.2.4.

There is a potential that all future hardware purchases will be done through this contract and must be justified through here. Who sets the configuration standards? SP should partner with end user requirements in conformance with CCB. Training – needs to cover user training and asset redistribution and need to make sure mandatory IA training is covered. C.5.2.4.

Insert ", including laptops," after the word "workstations" on line 3. Insert the words "repair, software installation and patching," after the words "maintenance, troubleshooting," on line 7. C.5.2.4.

What about asset replacement as referenced in paragraphs C.5.1.4 and C.5.1.5? C.5.2.4.

Who has authority to determine or suggest minimum and recommended system requirements? What about customer training and assistance? C.5.2.4.

No metrics for size of storage or size of attachments or record management requirements, as end user. C.5.2.7.

Support of local, regional and enterprise-levels of the USACE organizations is discussed - recommend to place that sentence in all paragraphs of paragraph C.5.2. C.5.2.5.

Need data dictionary – create and maintain data dictionaries and partner with corporate to meta-data standards. Assist in acquiring data from outside sources (i.e., USGS< GIS map data, Census data, farm land, real estate, appraisal data from federal, local, and private sources). Need to add "partnering with Functionals." C.5.2.3.

CCB – should be partnering with the functional proponents to define the requirements to be provide by the SP. CCB in turn will work with service provider on level provided. We should be starting with a 90% solution and not 10% solution without contract mods. Need to preserve functions that current systems provide until consolidated or eliminated by USACE or Regional CCB. C.5.2.5.

POC	Cdate	Ctext	Para
AUTOMATION	1/31/2005	Need to define the types of services that servers support – need reference to specific services – what each site has.	C.5.2.5.
		Need minimum definition of each level of user and the level of services required for each.	C.5.2.5.
		The description of help services is vague and provides no indication of performance levels associated with this critical service. Provision must be made for some amount of local 'touch support'.	C.5.2.6.
		Vaguely defines users, but no metrics for level of support or turn-around time. Definition conflict with Helpdesk definition and what is written in Automation.	C.5.2.6.
		Helpdesk should be responsible for all calls for ALL services not just automation. Document does not address IAW with CCM CM standards.	
		Need to specify up front what has to be in accordance with regulations, public law and HQ/regional/local policies and publications.	C.5.2.7.
		Need to define who and what CADD Support. Need to recommend cross-reference hot links (and hard links) to TEs.	C.5.2.1.4.
		What is a stand-alone server?	C.5.2.5.
	1/27/2005	Comment: There is no mention of transition plans, transition methodologies, etc. Transition is one of the most significant risks areas and should be a key area of evaluation. The SP should identify transition risks and propose methodologies to mitigate transition risks.	C.5.2.
	1/31/2005	The service provider has no role in GIS developing policies and standards. This is governmental, and it is certainly not IT-related. The phrase, "...shall partner with..." requires much better definition to understand what the SP provides versus the Corps functional areas. This provides no contractual clarity, and will result modifications to contract.	C.5.2.1.5.
	1/25/2005	Server Support and Services. This paragraph at lines 8 thru 10 states, :Assist in acquisition includes, but is not limited to,... writing and administering contracts." Does USACE allow contractors to write and administer contracts on the Government's behalf?	C.5.2.5.
		Automated Information System and Custom Software Applications. Question - Is the SP to act as USACE's expertise in IMIT hardware and software design and/or acquisition?	C.5.2.1.2.
		Government Off-the-Shelf Software and Commercial Off-The-Shelf (COTS) Software Applications. This paragraph appears to add the requirement that the contractor "patch" and "modify" COTS. This is dependent on the license the COTS Software license developer has granted the Government. Frequently, while the developer may allow for Government tinkering, they will not extend that license to Government CONTRACTORS. This needs to be recognized through modification and restatement of the requirement.	C.5.2.1.1.

POC	Cdate	Ctext	Para
AUTOMATION	1/25/2005	Automation Services and Systems Support. Define "USACE Enterprise Information Architecture" in Section C.2, Definitions	C.5.2.
		No mention of reading, forwarding, printing and distribution of DMS messages	C.5.2.7.1.
		Also includes negotiating/ordering services from other govt/commercial sources	C.5.2.9.
		Says "The contractor shall provide in integrated USACE-wide unclassified electronic message (e-mail) system." This seems to imply that the contractor will own and operate the H/W and S/W/ Most of the rest of the document implies that the contractor will only operate government owned equipment.	C.5.2.7.1.
		Para. C.5.2.4-In the second sentence, include copiers, lap tops, and servers to office automation devices.	C.5.2.4.
	1/31/2005	Define best practices.	C.5.2.1.2.
	1/27/2005	Recommend adding section on Test and Evaluation.	C.5.2.
		Recommend adding: Integration and Testing	
		Recommend adding: The SP shall establish and operate an integration test lab to model and test changes to the USACE baseline configuration.	
		The test lab will be used to test configuration changes, product evaluations, and technology insertions.	

POC

AUTOMATION

Cdate Ctext

1/27/2005 Recommend adding: Integration and Testing

Para

C.5.2.

The SP shall establish and operate an integration test lab to model and test changes to the USACE baseline configuration. The test lab will be used to test configuration changes, product evaluations, and technology insertions. The USACE requires two tiers of test and evaluation - modeling and simulation of proposed changes utilizing the OPNET toolset, and actual load testing of software and hardware configurations in a simulated operational environment.

In particular, the SP shall:

- a. Design, procure product, install, and implement a test lab environment that faithfully simulates the USACE info structure environment.
- b. Develop test scripts, scenarios, and acceptance criteria for each proposed configuration change.
- c. Conduct tests; capture, document, and publish test results.
- d. Develop OPNET models, scenarios, and acceptability thresholds for each proposed configuration change.
- e. Execute OPNET models; capture, document, and publish modeling results.
- f. Publish recommendations and findings for all tests, modeling simulations, and assessments.
- g. Integrate the testing operation with advanced software development methodologies implementing industry management control standards such as the SEI CMM Level 4 (or higher) or ISO 9000 (or higher).
- h. Ensure all documentation pursuant to DITSCAP accreditation is available upon request.
- i. Assist in Service Level Agreement (SLA) development and refinement.
- j. Measure operations and activities pursuant to this Task, and provide metrics suitable for use in SLA-managed operations.

POC
AUTOMATION

Cdate Ctext
1/27/2005 Recommend adding: Architecture

Para
C.5.2.

Recommend adding: Upon approval, the SP shall provide planning, development, documentation, and implementation tracking in support of the USACE IT architecture. This architecture must be synchronized with the Department of Defense Global Information Grid architecture and other higher echelon standards while choosing options within that guidance more specifically beneficial to USACE mission requirements.

In particular, the SP shall:

- a. Utilize advanced systems engineering and integration methodologies implementing industry management control standards such as the CMMI Level 3 (or higher).
- b. Develop, document, and maintain Operational, Systems, and Technical architecture documents and artifacts.
- c. Develop and maintain an IT Portfolio for all USACE applications and systems.
- d. Develop and maintain a Technical Reference Manual for all approved USACE COTS applications, development tools, operational protocols and configurations, and standards.
- e. Develop and maintain a baseline configuration repository for all major USACE infrastructure components; track and document all approved changes to the configuration.
- f. Operate and maintain Certificate of Networkiness (CON) and Certificate to Operate (CTO) processes.
- g. Capture and maintain baseline network and data center configurations for all USACE infrastructure; develop and maintain baseline configuration models in the OPNET modeling toolset.
- h. Design OPNET Modeling scenarios and test scripts in support of integration planning, external mandate compliance actions, and technology insertion.
- i. Ensure all documentation pursuant to DITSCAP accreditation is available upon request.
- j. Assist in Service Level Agreement (SLA) development and refinement.
- k. Measure operations and activities pursuant to this Task, and provide metrics suitable for use in SLA-managed operations.
- l. In coordination with the Government, establish USACE technical and system architecture standards and guidelines consistent with DoD and USACE architecture guidance and USACE objectives; review existing and proposed IT initiatives for adherence to USACE architecture standards and guidelines.
- m. Procure, configure, and install hardware and software systems to enable implementation of an USACE architecture repository with prior dollar amounts approved by the Government.
- n. Model and document existing and target architectures at the system and technical levels; maintain architecture artifacts and data in the electronic repository. Provide decision support

POC

Cdate Ctext

Para

regarding architecture issues based on data in the architecture repository.

o. Plan future architectures, infrastructure investments, and migration projects to keep the USACE synchronized with DoD and USACE architectures, to maintain appropriate levels of interoperability, to keep technologically current, and ultimately to achieve lowest reasonable long term cost of providing required services.

p. Evaluate existing and planned IT implementations for adherence to USACE architecture standards and impact of architecture changes on USACE networks and users.

q. The SP shall propose a staffing plan, detailing required skills, job descriptions, staffing levels, and work schedule for to perform on-going architectural assessments, product evaluations, technology insertion/refreshment recommendations and other tasks identified above.

Recommend adding: Continuity Of Operations Planning (COOP)

C.5.2.

Recommend adding: The SP shall provide for continuous operations and data accessibility for all data center hosted applications and systems. The SP shall provide hardware, associated operating system software, application software, maintenance support, software license renewal, and technical support necessary for the Primary Data Center to be replicated and mirrored at an alternate site as a service. In particular, the SP shall:

a. Develop disaster recovery processes for each class of application - Mission Essential, Mission Enhancement, and Other. Processes shall include, at a minimum, data recovery, system recovery, system mirroring (if applicable), automatic fail over (if applicable), and manual operations procedures.

b. Publish and maintain COOP plans for all USACE Data Center facilities, enterprise applications and services, and supporting infrastructures.

c. Maintain on-line data store (JBOD or SATA) for all backups within the past month; maintain near-line data store (DLT 'Juke-Box') for all backups within past year.

d. Maintain off-site archival for all backups in non-volatile media formats.

e. Conduct exercises and tests of backup, fail over, and recovery processes

f. Ensure all documentation pursuant to DITSCAP accreditation is available upon request.

g. Assist in Service Level Agreement (SLA) development and refinement.

h. Measure operations and activities and provide metrics suitable for use in SLA-managed operations.

POC

AUTOMATION

Cdate Ctext

1/27/2005 Recommend adding: Data Center Documentation

Para

C.5.2.

Recommend adding: For all Data Center operations contribute to Concept of Operations (CONOPS) development, and statistics collection and reporting. Ensure all documentation pursuant to DITSCAP accreditation is available upon request. Assist in Service Level Agreement (SLA) development and refinement. Measure operations and activities, and provide metrics suitable for use in SLA-managed operations.

1/25/2005 Training for USACE Workforce. Is there a frequency of training desired? How will a training requirement be generated? C.5.2.9.

C.5.2.1.2 - AIS Custom SW Applications - "" AIS Support includes planning, design, security, development, integration, test implementation, assistance in acquisition, installation, documentation, upgrade, customization, maintenance, troubleshooting, removal, disposal and replacement."" In what capacity? With the AIS exclusion only citing P2, CEFMS, CWMS, Part if REMIS, and one other, this infers we will be taking over the development and troubleshooting of all the remaining Corps AIS's, which are many. Need to further define in the PWS if that is the case. C.5.2.1.2.

1/31/2005 What is our definition of partnering? How is partnering different from assist or support? Again, why is it limited to just those two AIS's, GIS and CADD, and not others. C.5.2.1.4.

Adding and maintaining mail lists should be explicitly added to the list of required services. C.5.2.7.1.

Electronic message support should specifically required that the vendor provide and support Microsoft Outlook. If a vendor proposes an alternate product, the vendor must fund the cost of training 37,000 employees in the use of an alternate product, to include Recommend filtering and administering access restrictions be added to the list of typical Web services. C.5.2.7. C.5.2.2.

1/31/2005 The phrase, "...shall partner with USACE" requires a better definition to understand what the SP provides versus the Corps functional areas. This provides no contractual clarity, and will result modifications to contract. Partnering is a marketing term. It does not define any particular value-added requirement. By definition the entire PWS requires "partnering" with the government. C.5.2.1.4.

1/25/2005 No mention of secure voice equipment, routers, switches etc C.5.2.8.2.

POC	Cdate	Ctext	Para
AUTOMATION	1/31/2005	Currently LPMS data input is entered by Lock Operator personnel who performed this function 24 hours a day 7 days a week at many of our Lock facilities throughout the New Orleans District. Data entry requires extensive knowledge about the operation of the - Lock facilities. This knowledge can only be obtained by months and years of experience related to the operation and maintenance of our Lock facilities.	C.5.2.1.3.
	12/19/2005	Add training and transferring/relocating	C.5.2.3.
	12/14/2004	Could not find Section M!!	C.1.25.6.
		The use of an acronym is used in many of the ""terms"" in this section, but yet in the definition the acronym is not explained. The definition cannot be fully understood if an acronym is not explained. Ex. is seen in the term, Access (IS), IS is not explained.	C.2.1.
		Need to spell out what AIS is i.e. need to be consistent with the format of the Definitions.	C.2.1.
		The requirement to support Corps proprietary systems such as (but not limited to) CEFMS & P2 should be stated.	C.5.2.1.2.
		ALPHA - RISC, Explain that RISC is? Also include the CISC!	C.2.1.
		PWS should include a statement that describes the Government's intent in terms of equipment and software ownership. Government ownership of all computer hardware and/or software vs. SP ownership these items. Also feasibility of purchase vs. lease of items. If gov't ownership is desired or even possible, the PWS should address planning requirements for acquisition (ITIPS). Environmental and other general standards (energy star, ADA, ABA compliance, environmental friendly) to which equipment must comply should be enumerated or a statement should be present that states that there are such standards applicable to purchases.	C.5.2.1.2.
	1/31/2005	The Service provider shall support projects to import large amounts of data into AISs. Data to be entered includes, but is not limited to, manual entry of mass data submitted by customers, data conversion, and entry of data from one electronic media to another.	C.5.2.1.3.
		The service provider has no role in CADD developing policies and standards. This is governmental, and it is certainly not IT-related. Clearly an engineering	C.5.2.1.4.
COMM	1/25/2005	Page 96. Para. C.5.3.2.4.4-This paragraph calls for "The SP shall provide live and automated switchboard operator services.", is this correct? Do we currently have telephone operators elsewhere?	C.5.3.2.4.4.
	1/28/2005	Concern: C.1.10, p. 14, INTERFERENCE WITH GOVERNMENT OPERATION State your concern and what you think should be done about it: Since work could be overseen by a Corps-wide contractor, will additional documentation outline coordination for disruptions to network communications and local offices that have mission critical tasks, such as Water Management?	C.1.10.

POC	Cdate	Ctext	Para
COMM		The acronym DISA stands for Defense Information Systems Agency.	C.5.3.3.2.
(p.95)	1/28/2005	Page No. C.5.3.2.1.	C.5.3.2.1 Management
		State your concern and what you think should be done about it: The Service provider also must coordinate with the building owner(s). Add plain old telephone (POTS) analog lines and equipment to the description. No mention of Frame relay, T-1's, DS-3, MPLS, Internet	
(p.8)		Page No. C.1.3.3.	C.1.3.3 Communications
		State your concern and what you think should be done about it: The SP shall provide protection, detection, and reaction capability to minimize risk from attacks. This should also include proactive capability. PWS should include hydrographic and surveying requirements	C.5.3.1.4.
		C.5.3.2.4.8 - Cable plant inside and outside? Will need to identify at what locations this will be needed at. All location, how often, etc. Perf Data is needed.	C.5.3.2.4.8.
		C.5.3.4 - ""operate, maintain, configure, test, certify and support VTC, CATV, CCTV alarms and other video services operating in both classified and unclas modes."" Most sites don't support CATV, CCTV and alarms in the IM shop. CCTV and alarms are historically supported by Physical Security. Will we be taking this from them? If this is a requirement, will need to provide list of where these are to be supported.	C.5.3.4.
	12/14/2004	Page 98, para C.5.3.4.2, Video Teleconferencing Services (current wording) (recommended wording to title) - Video Services, Including Teleconferencing	C.5.3.4.2.
	12/14/2005	Support for microwave communications should be explicitly added to the list of communications services provided.	C.5.3.
	12/7/2004	Radio Services Missing description from page no contents included.	C.5.3.5.
	12/14/2005	This paragraph requires the SP to install outside and inside cable plant. A note should be included in this paragraph stating that special coordination may be required in advance of installation of cable plant within USACE hydropower facilities due to the hazards that exist. 600,000 Volt electrical service can be found alongside fiber optic communications cabling.	C.5.3.2.4.8.
	1/25/2005	Page 95. Para. C.5.3.2.1-This paragraph calls for "The SP shall provide telephone operator services.", is this correct? Do we currently have telephone	C.5.3.2.1.
	12/14/2004	Recommend eliminating the words ""up to"" in the second sentence.	C.5.3.3.1.

POC	Cdate	Ctext	Para
COMM	12/14/2004	This paragraph requires the SP to maintain radio towers. Maintenance may require mowing lawns surrounding the towers and repairing fencing. These requirements should be added to this paragraph.	C.5.3.5.2.8.
		This sentence should be reviewed. It appears to duplicate the word ""interference"", in the first sentence. Recommend rewording this sentence.	C.5.3.5.2.11.
		Add backup power	C.5.3.3.1.1.
		Add plan or propose plans to first sentence	C.5.3.2.4.8.
		Add first responders to including inter- and intra-agencies	C.5.3.2.4.2.
		Add industrial production facilities; DSU/CSU	C.5.3.
	1/25/2005	Page. 93. Para. C.5.3-What are the unique IMIT mission requirements identified in the Technical Exhibits? Where are they?	C.5.3.
	12/14/2004	This paragraph requires that the SP review telecommunications service billing, but does not specify who pays for the services. This paragraph should clarify who is responsible for funding the telecommunications services.	C.5.3.2.3.
	12/15/2004	VTC Equipment. First sentence, add "uninstall" or "remove" to the actions expected of the SP.	C.5.3.4.4.2.
		Change all references to "de-install" to either "uninstall" or "remove."	C.5.3.5.2.6.
	1/31/2005	Add "config and test thru PBX". Add support for data side of VTC (ppt/Netmeeting). In 3rd sentence, add "test and configure/reset circuits thru switched voice equipment." At the end of the last sentence add, "and coordinate scheduling of such sessions with the end user/participants."	C.5.3.4.2.
	12/15/2004	Network Documentation. The first line contains the phrase, "The SP shall develop and maintain" Doesn't this type of documentation already exist? Are we asking to contractor to come in and replace our system documentation with a format different from that already in place?	C.5.3.3.2.1.
(beginning p.92)	1/28/2005	Page No.	C.5.3 Communications
		C.5.3.3.2.4.	
		State your concern and what you think should be done about it:	
		Need to add sections stressing the "Proactive monitoring of data circuits, routers, switches, phone systems, and other systems and equipment" to speed corrective actions and significantly limit/reduce downtime. Part of this is referenced in C.5.3.3.2.4 Network Monitoring (p. 96) - however proactive and reducing downtime not stressed. SP should know about problem before end user does and be taking corrective action.	
	1/31/2005	At the end of the first sentence add " which complies with standards established by the Gov. CCB."	C.5.3.3.1.4.
		Add "new innovations review". Repair, maintenance and back up operations will be conducted so as to minimize downtime in prime time.	C.5.3.3.2.2.

POC
COMM

Cdate	Ctext	Para
1/28/2005	Page#99, C.5.3.4.4.3. SURVEILLANCE SYSTEMS EQUIPMENT: The SP shall coordinate installation, moving, adding and/or changing all surveillance systems equipment with the District Electrical/Mechanical Section, District Security Manager, contractors who initially installed the surveillance systems equipment and the CISP Program Manager.	C.5.3.4.4.3.
1/31/2005	Add "Provide on-site support and maintain COOP."	C.5.3.3.2.5.
	Add "support and monitor" after the word deploy in the first sentence.	C.5.3.3.1.
	Add "maintain", after 'change' in the first sentence. In the second sentence, after 'perform preventive maintenance', add "as required by FCC and FAA rules and regulations."	C.5.3.5.2.8.
12/15/2004	VTC Equipment. First sentence, add "uninstall" or "remove" to the actions expected of the SP.	C.5.3.4.4.3.
	Change all references to "de-install" to either "uninstall" or "remove."	C.5.3.5.2.9.
		C.5.3.5.2.8.
		C.5.3.5.2.7.
1/31/2005	It is recommended that only pertinent information relative to the scope of services be provided, and that this information be held to an absolute minimum.	C.5.3.

POC
COMM

Cdate Ctext

Para

12/15/2004 1. The public announcement, and paragraph C.1 of the draft Performance Work Statement identify several USACE elements that are excluded from the competition (see figure 3. Please describe the roles and responsibilities of the Service Provider (SP) for excluded organizations. Will the SP be required to be responsive to the excluded items? If so, how? Describing the excluded organizations' use of SP-provided/operated IM/IT resources and systems (to include the roles and responsibilities of the SP in support of USERS within the excluded organizations.)

Specific topics not fully addressed within the draft PWS, include:

- . Resolving security issues (e.g. IAVA control). Ensuring required changes are made to specification and to schedule.
- . Enabling lockdown of all Corps PCs to prevent unauthorized modification of systems.
- . Assuring full SP architectural compliance (version control/consistency/ standardization, configuration mgt, etc).
- . Defining the demarcation of where SP activates will end and any differences that might exist across the global Corps environment.
- . The potential impact resulting from To-Be configurations to sizing (e.g. bandwidth, equipment, etc. and the resultant impact to the non-SP activities.
- . The impact of transitioning to IP Version 6 by 2008.
- . SP IT service hours and amount of staffing required for specific times and event.
- . Domain administration and control. Non-SP activities present a significant threat to the SP in this area.
- . Staffing of emergency response requirements (e.g. GRD).
- . Staffing to meet non-SP requirements.
- . Internal and external (Army, GAO, etc.) quality assurance audits and the impact to the SP

1/31/2005 Add "conform to FCC/FAA regulations." C.5.3.5.2.11.
At the end of the first sentence, add "including support for transition to narrowband frequency emergency management radio systems." C.5.3.5.2.12.
At the end of the first sentence, add " including marine safety systems like DGPS navigation beacon support and other US Coast Guard MOA services. In the second sentence after RCoIP, add "trunk system and services." C.5.3.5.1.
At the end of the last sentence add, "including DGPS support and service to USCG."

POC
COMM

Cdate Ctext

Para

- 12/15/2004 What are the unique IMIT mission requirements identified in the Technical Exhibits? Where are they?
4. PWS paragraphs C.5.2.1.4, C.5.2.1.5 and C.5.2.5 indicate that the SP will support the CAD and GIS functions within USACE. These are two of the major technical computing functions in the Corps. A third technical computing function, Water Control is conspicuous in its absence in the PWS. It is our understanding that the support contract for the Corps Water Management System (CWMS) is excluded from the competition. Is it the Corp's intention to exclude all water Control related automation services and support from competition?
C.5.3.
No reference
- 1/31/2005 Add "support for network analyzer devices". Include CCB. Reference ACERT.
C.5.3.3.2.
- 12/15/2004 2. The Industry Day presentation by Mr. DePue indicated that there were a large number of Automated Information Systems included in the PWS (61 were shown on the slide), (see page 27, section C.5.2.1.2.) The PWS defines the acronyms but it does not specifically identify the SP responsibilities for these AIS's, nor does it provide any information on the architecture of the systems. Provide additional information describing these systems (hardware platform, development environment, database descriptions, user population, etc), and SP responsibilities (develop new software, maintain legacy software and hardware, operate AIS-specific helpdesk, etc) for each of these systems.
No reference
- Change all references to "de-install" to either "uninstall" or "remove."
C.5.3.5.2.10.
- 1/31/2005 Incorporate Wireless Policy/Requirements. All comms must adhere to AR 25-2.
C.5.3.1.
- Add "including recording equipment" after 'replace failed hardware components'.
C.5.3.4.4.2.
- Add "support" after certify.
C.5.3.4.3.
- 12/15/2004 Cable Plant Infrastructure. Do the requirements in this paragraph at all conflict with the responsibilities of the servicing commercial utility firm? If so, where is the end-point of the SP's responsibility?
C.5.3.2.4.8.
- Network Configuration Management (CM). Change second sentence to read, "CM includes, but is not limited to, ensuring continuity to the approved architectural configurations, tracking changes, updating . . . and concentrators. See also paragraph C. 5.1.6.2.2, Investigations and Testing"
C.5.3.3.1.4.
- 1/31/2005 In first sentence, add the following after 'wireless voice devices and services' . . . "which meet compatibility, hardware and software standards established by the Gov Confi. Control Board (Ref 5.1.6.2).
C.5.3.1.2.

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Para

12/15/2004	3. Clarify the functions performed by the eight excluded Automation Information System support contracts and the relationships envisioned between the SP and these support contracts? The draft PWS does not specify the exclusion of any Corps AIS. Are the functions performed by these support contracts?	No reference
1/31/2005	In so many sentences it states that "The SP shall perform this 'service...' instead of stating that "The SP shall perform this 'IMIT service...'".	C.5.3.
12/15/2004	Change all references to "de-install" to either "uninstall" or "remove."	C.5.3.5.2.5.
	DTOS support should be explained in detail. For example is vehicle operation and maintenance included, what is supported etc.	C.5.3.2.
1/31/2005	Add "other related IP addressed Quality of Service (QOS) devices."	C.5.3.3.
12/15/2004	NWS has 3 vehicles which are exclusively used by gov't staff to perform work at remote locations such as water control facilities and radio towers. There is nothing about use of gov't owned/contractor operated equipment in this document.	C.5.3.
	add language that charges the SP with the continual assessment of best value.	C.5.3.2.2.
	Does not address the issue of project support such as mobile radio installations, emergency management support, RCC support etc.	C.5.3.5.
	Change all references to "de-install" to either "uninstall" or "remove."	C.5.3.5.2.1.
	No mention of GPS or radio telemetry devices.	C.5.3.5.2.
1/31/2005	It seems like the phrase "...but are not limited to..." appears in about every other sentence. The use of this phrase opens-up the action that is referenced to any and everything. Thirty nine pages of definitions are inserted into this document indicating a high level of exactness, yet almost all duties can not be definitely stated as indicated by always adding the phrase "but are not limited to".	C.5.3.
	Why have a paragraph that only says to see another paragraph, such as "C.5.2.6 HELP DESK. See C.5.1.12."	C.5.3.
12/7/2004	RightFAX is not included within the DRAFT SOW. RightFAX interfaces with Exchange servers, and Outlook on each users desktop. RightFAX also interfaces with the PBX at the installed site. Typically both IM and voice technologists are involved with the planning and maintenance of RightFAX application once it is installed and running. RightFAX is currently installed, and operating at St. Paul and possibly one or two other Districts.	C.5.3.2.

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1/28/2005 Page No.
C.5.3.4.

Para
C.5.3.4 VTC Services p.96

- State your concern and what you think should be done about it:
Does there need to be any linkage with the scheduling of VTC's and conference rooms? Who ensures that when a VTC is scheduled there is a conference room to hold it in? There is limited mention in C.5.7.7 Multimedia Facilities and Equipment p. 118. However, neither section makes it clear if SP is responsible for scheduling and maintenance of conference rooms with VTC and multimedia equipment.
- 1/31/2005 Using so many acronyms, such as "The SP shall test the IMIT COOP" seems to approach almost a foreign language at times. It is recommended that the use of acronyms be held to an absolute minimum, and no list be included. C.5.3.
- 1/28/2005 In C.1.3.3, this comment is one that applies to the entire PWS. This description of Communications (as is the description of other services) is far too vague for such a document. It does not specify the level of service to be provided, where it is to be provided or even WHAT is to be provided, with such accuracy that two or more reasonable people would not disagree as to what is expected. Does this paragraph, for example, include wired telephone service? What is the scope of the service to be provided? Where? How do we know the contractor (or MEO) is in compliance, or, worse, not? C.1.3.3.
- Page #99, C. CCTV EQUIPMENT: The SP shall coordinate installation, moving, adding and changing CCTV equipment with the District Security Manager, all contractors who initially installed the CCTV, and CISP Program Manager. No reference
- 12/15/2004 Cable plant maintenance does not address radio towers, remote locations, harsh conditions, accessibility, i.e. strenuous hiking, need for Sno-Cat etc. C.5.3.2.4.8.
- Change all references to "de-install" to either "uninstall" or "remove." C.5.3.5.2.3.
- 1/31/2005 Add VTC coordination. C.5.3.5.2.4.
- Add "provides traffic or related reports." C.5.3.2.4.5.
- Add reference to GETS (Gov. Emergency Telephone Services) and in Acronyms List. C.5.3.2.4.2.
- Add Ref. AR 25-2 C.5.3.2.4.

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Para

1/31/2005 IMO's only involvement with Data Collection Platforms (DCPs) is when the DCP transmits via radio or the GOES satellites. When a GOES satellite DCP is requested, IMO Frequency Manager inputs data into the Frequency Management System (FMS) database to generate the FMS Army Assignment Number (AR number or serial number). If the DCP GOES satellite station has both "Self-Timed" and "Random" messages, then two entries are necessary in the FMS system. Other than this, there is no IMO support, except for when DCPs are purchased.

C.5.3.1.4.

Maintenance of DCPs is a Water Control function which I did not think fell under this A-76??? Also the GPS statement is meaningless. USACE does not operate GPS satellites, and use of GPS signals is intrinsic to precise survey work which would involve use of surveying technicians and licensed professional surveyors. This type of work is already contracted out through engineering A/E service contracts. It is not IT -- but A/E.

C.5.3.1.4.

As changing as the Information Technology arena is, it seems almost an impossibility to define all areas and limits of the work to be performed. Existing government job sheets for these duties tend to be rather brief compared to the documentation represented here, are rather broad in scope, and somehow always end with a statement such as "Other duties as assigned". In the end, employees are instructed/asked to perform the needed duties to "get the job done", whether it is written in the "job sheet" or not. It is felt that the same thing will occur in this scenario.

C.5.3.

In first sentence, add the following after 'wireless voice devices and services' ... "which meet compatibility, hardware and software standards established by the Gov Confi. Control Board (Ref 5.1.6.2). Add Blackberry/PDA's. Add GPRS here and Add to list of acronyms.

C.5.3.1.4.

12/15/2004 Change all references to "de-install" to either "uninstall" or "remove."

C.5.3.5.2.2.

DEFINITIONS &

1/28/2005 C.2. Definitions and Acronyms, State your concern and what you think should be done about it: Remove one-character Army Records Disposition Codes from the list of Acronyms
4. ADDITION: Draft PWS Page 75. A1. Current wording: None. A2. Recommended wording (add): OMNI - Operation and Maintenance of Navigation Installations.

C.2.

No reference

12/15/2004 Acronyms for Corps standard/proprietary systems such as (but not limited to) CEFMS & P2 should be added.

C.2.2.

1/28/2005 C.2 Definitions and Acronyms, p. 59 Add definition of "GDS" to read: GDS - Geospatial Data Systems. Reasoning: Improve alignment of PWS language with existing USACE policy about Geospatial Data and Systems in accordance with ER 1110-1-8156.

C.2.

POC	Cdate	Ctext	Para
DEFINITIONS &	1/28/2005	C.2 Definitions and Acronyms, p. 59 Add definition of "GD&S" - GD&S - Geospatial Data and Systems Reasoning: Improve alignment of PWS language with existing USACE policy about Geospatial Data and Systems in accordance with ER 1110-1-8156.	C.2.
		C.2 Definitions and Acronyms, Page 20 Add Definition of "IMIT CADD Support". IMIT CADD Support - IMIT Support to USACE Computer Aided Design and Drafting Systems that meets the definition of "assist" and "support" in paragraph C.5, complies with established Corps CADD policies, standards, and best practices established by USACE. IMIT CADD Support includes acquisition, installation, patching and upgrading of CADD Software; and acquisition, deployment, security patching, maintenance, troubleshooting, removal, disposal, and replacement of CADD System Hardware. The IMIT CADD Support also includes the backup of CADD System data. Reasoning: Add definition to further define functional roles and responsibilities for CADD Systems.	C.2.
		The Table of Acronyms includes CeA - Corps Enterprise Architecture yet no reference to CeA was found in a search of the 16 November 2004 DRAFT PWS. Recommend additional information on the CeA be provided in the PWS, or a link to the CeA Web site be placed in the list of references.	C.2.2.
		Include the following in the acronym section RAMS (Regulatory Analysis and Management System) ORM (OMBIL Regulatory Module) gORM (GIS-ORM)	C.2.
		Page 22, C.2., Definitions and Acronyms ALPHA - Need to add RISC to the acronym list	C.2.
		4. CHANGE: Draft PWS Page 75. A1. Current wording: No reference None A2. Recommended wording (add): PAD - Property Authorization Document.	
		This paragraph should include the term and definition for Activity Hazard Analysis (AHA).	C.2.1.
		DISA stands for Defense Information Systems Agency.	C.2.2.
EDIT TEAM	12/13/2004	Background. This draft does not define quantities or performance standards for these products and services. Quantities and performance standards, together with numerous technical exhibits, will be included in the complete solicitation to be offered for tender in May 2005 QUESTION: Will USACE consider earlier release of preliminary quantities, performance standards, and technical exhibits? The MEO and incumbent contractors have at least partial knowledge of these data enabling them to more accurately plan their proposal over the intervening six months. In order to avoid the perception of unfair advantage to the MEO or incumbent contractors, releasing preliminary versions of these data as soon as possible, will eliminate such perception.	No reference

POC

EDIT TEAM

Cdate Ctext**Para**

- 12/13/2004 REFERENCE: Introduction. This competition covers C.1.
IMIT services for USACE locations within the
continental United States (CONUS) and Honolulu and
Alaska Districts QUESTION: Please identify the
number of classified desktops by location, and the level
of classification.
QUESTION: Please identify the number of classified C.1.
desktops by location, and the level of classification.
C.1.3.6. Printing and Publications, Page 9, the term C.1.3.6.
""Defense Automated Publishing Service"" should be
revised to ""Document Automation & Production
Service...""
- 12/14/2004 4. ADDITION: Draft PWS Page 8, Paragraph C.1.3.3. C.1.3.3.
A1. Current wording: None. A2. Recommended wording
(after second sentence) add: USACE will operate and
maintain SCADA and satellite systems that support
hydroelectric powerplant operations.
4. CHANGE: Draft PWS Page 8, Paragraph C.1.3.5. C.1.3.5.
A1. Current wording: The SP shall provide a Records
Management Program to support USACE, its mission,
its customers, and its strategic collaboration with
government and non-government agencies. A2.
Recommended wording: The SP shall provide a Records
Management Program, consistent with applicable
agency regulations and policy, to support USACE, its
mission, its customers, and its strategic collaboration
with government and non-government agencies.
4. CHANGE: Draft PWS Page 9, Paragraph C.1.6. A1. C.1.6.
Current wording: All SP personnel must be fluent in
reading and writing English. A2. Recommended
wording: All SP personnel must be fluent in speaking,
reading, and writing English.
4. CHANGE: Draft PWS Page 11, Paragraph C.1.6.5.2.1. C.1.6.5.2.1.
C.1.6.5.2.1. A1. Current wording: The SP shall provide
a National Agency Check and Inquiry (NACI) security
assurance Background Investigation (BI) for every SP
employee occupying a position defined as low or
moderate risk in accordance with AR 25-2. A2.
Recommended wording: The SP shall provide a
National Agency Check and Inquiry (NACI) security
assurance Background Investigation (BI) for every SP
employee occupying a position defined as low or
moderate risk in accordance with AR 25-2, including SP
supervision and management.
4. ADDITION: Draft PWS Page 13. Paragraph C.1.8.1. C.1.8.1.
C.1.8.1. A1. Current wording: None. A2.
Recommended wording (add): Continuous Quality
Improvement Program. SP shall actively participate in
a standardized continuing quality improvement
program such as APIC (Army Performance
Improvement Criteria), ISO 9000, or equal.

POC

EDIT TEAM

Cdate Ctext**Para**

4. Addition: Draft PWS paragraph C.1.14 A1. Add a statement about compliance with the U.S. Army Corps of Engineers Safety and Health Requirements Manual, EM 385-1-1, 03 Nov. 2003.

C.1.14.

12/14/2004 A.1. Page 7, para C.1.3, Scope of Work and Page 12, para C.1.6.5.3, Physical Security - Para C.1.3 states that ""The SP shall provide all personnel, equipment, tools, supplies... to perform the functions in this PWS pertaining to the USACE mission..." Para C.1.6.5.3 states that ""The Physical Security Plan shall include all government-furnished property for the ..."" These two paragraphs seem to be contradictory and should be clarified.

C.1.6.5.3.

4. Addition: In paragraph C.1.15 A2. Add a statement about accidents shall be reported in accordance with Army Regulation, AR 385-40, Accident Reporting and use form number ENG 3394 Accident Investigation Report to report the accident.

C.1.15.

12/13/2004 QUESTION: Please provide the number of Unix and Wintel servers at each USACE location with servers. How many of the servers are located in a raised floor data center facility? Which in-scope servers are located outside of the data centers?

C.1.

"The Transition Plan shall include all items listed in C1.26.1 - C.1.26.7" There isn't a C.1.26.1 - C.1.26.7 - should this refer to C-1-25.1 - C.1.25.7?

C.1.25.

States that normal operating hours are 0700-1700, local time zone. Any work to be performed outside those hours will be specified in the PRS. Offices on the West Coast routinely conduct business with the East Coast prior to 0700 which may require IT support, such as VTCs. I'm unclear on the PRS. Will PRSs be established for each location and can they establish different or extended 'normal' business hours of service? How will cost of routine service outside of the 0700-1700 hours be considered...above and beyond?

C.1.23.

We anticipated that the PWS, in addition to the scope of work (products and services), would define workload (quantities) and specific levels of service performance. We believe that an update is needed to the materials provided in the Appendices of the Preliminary Planning Report (dated May 2004). Our understanding is that best practices for developing a PWS as part of an A-76 competitive sourcing are to include workload (including projected staff attrition), desired results, and the associated acceptable levels of performance. This facilitates a balanced and equal interpretation of requirements by all interested parties. In the Draft PWS, USACE has indicated that "quantities and performance standards" for products and services will be included in the complete solicitation to be released in May 2005. We respectfully request that USACE make available these materials prior to May 2005. Would USACE consider preparing and releasing an update/revision to the PWS?

No reference

POC

EDIT TEAM

Cdate Ctext**Para**

The Draft PWS (page 7, Section C.1.3) refers to Sections C.3 (Government Furnished Items) and C.4 (Contractor Furnished Items). These have not been provided in the document. Will USACE be providing these sections under separate distribution or in an updated PWS version?

TE's

C.1.3.

Has the Corps compiled a comprehensive listing of all information management and information technology systems currently supporting the products and services specified in the PWS? If so, would the Corps provide this listing prior to release of the RFP as part of an update/revision to the PWS? As example, a complete description of the USACE enterprise, Regional and District-level technology environment including network, server and desktop infrastructure. Additional information on CEEIS applications and ""non-CEEIS"" IT components is also important - specifically applications managed as part of CEEIS and those located in the Regions/Districts that are not supported as part of the CEEIS framework.

No reference

Has USACE specified the contract type that will be the basis of the A-76 competitive sourcing? Will the Corps be using cost technical tradeoff/best value (CTTO)?

No reference

Computer Aided Design and Drafting (CADD) service - This requires engineering degree employees to understand and implement to form a MEO within the Corps. However, computer and server maintenance part could be contact.

No reference

GIS service - This requires engineering degree employees to understand and implement to form a MEO within the Corps. However, computer and server maintenance part could be contact.

No reference

GPS services - This requires engineering degree employees to understand and implement to form a MEO within the Corps. However, computer and server maintenance part could be contact..

No reference

12/10/2004 After a cursory review of section C5, although not quite as short as purported, I found no sections requiring change. I did, however, find a number of services, particularly in audiovisual production, that I was unaware of being available from IM, such as kiosks and audiovisual productions.

C.1.

POC	Cdate	Ctext	Para
EDIT TEAM	12/13/2004	<p>QUESTION: Please provide softcopy of all in-scope Unix servers or Unix workstation assets showing the following for each Unix Server: server name, manufacturer, Model, OS, CPU Count, hard disc space, purchase date, warranty expiration date, location, level of Disaster Recovery or Contingency Services required, whether server is purchased or leased, whether the server is part of a cluster, and the role of each server, for example; file/print server, application server, database server, mail server, web/internet server, or gateway/router server</p> <p>QUESTION: For Help Desk, Desktop and Server support services, please provide samples of any current formal service level agreements and any actual service level performance reports.</p> <p>QUESTION: Please provide a brief description of your mission critical server or desktop requirements including critical hardware and software. Note the location(s) and type of application.</p> <p>QUESTION: What is the current refresh rate for USACE desktops and laptops?</p> <p>QUESTION: Please provide a summary of all in-scope printer/plotter assets. What is the % of laser printers or plotters which are LAN connected? Are any Mainframe printers in scope?</p> <p>QUESTION: Are any of the current desktop devices locked down in order to prevent unauthorized software and applications installed by end users ?</p> <p>QUESTION: Please supply a list of all in-scope COTS, GOTS or government proprietary software. Also indicate whether the level of support required for each application is Level 1 only (Help Desk following scripts), Level 2 or Level 3</p> <p>QUESTION: Please provide a list of the applications included in your standard desktop image.</p> <p>QUESTION: Please provide a softcopy of all in-scope Wintel server assets showing the following for each Wintel Server: server name, manufacturer, model, OS, CPU Count, hard disc space, purchase date, warranty expiration date, location, level of Disaster Recovery or Contingency Services required, whether server is purchased or leased, whether the server is part of a cluster, and the role of each server, for example; file/print server, application server, database server, mail server, web/internet server, or gateway/router server</p> <p>QUESTION: Please provide a list of any current significant projects underway, the current status, and projected completion date.</p> <p>QUESTION: Please identify the number of classified servers by location, and the level of classification.</p> <p>QUESTION: Are any of the current desktop, server or Help Desk support services subcontracted? If so, please identify the services and the incumbent service</p>	<p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p> <p>C.1.</p>

POC

EDIT TEAM

Cdate Ctext**Para**

12/13/2004	QUESTION: Does the USACE intend for the SP to own the legacy desktops/laptops, printers or servers? Does the USACE intend for the SP to own any refreshed desktops/laptops, printers or servers? QUESTION: Who is responsible for providing spare laptops, desktops, workstations, printer or servers to meet SLA response requirements - the USACE or SP? QUESTION: Please provide the # of personnel providing in-scope services for each of the following Domains: ""X Desktop/Laptop, ""X Servers (Wintel, Unix, etc.) ""X Help Desk QUESTION: Are Mainframe or AS-400 devices in scope? If so, please describe the number of devices, models, etc. QUESTION: What percentage of USACE desktops are currently under OEM warranty? What response time is provided by the level of OEM warranty you purchase? QUESTION: In order to help us better understand your IT operations and its mission support functions, please provide a copy of the current IT Organization Chart	C.1. C.1. C.1. C.1. C.1.
12/14/2004	This paragraph addresses foreign post differential, danger pay and locality pay. These terms and how they will be applied need to be clarified in detail. Which TE #?? There is only TE #7 in the draft.	C.1.24. C.1.6.8.
12/14/2004	Will the govt employees be sharing their computers with the SP until such time they are transferred over to the SP? If so, whose property book will they assigned? Last bullet implies the SP is expected to write the SOPS necessary to perform the task! Let's replace ""Statement"" with Standard Operating Procedures (SOP)	C.1.25.8. C.1.25.1.
12/14/2004	"training for organizational workforce" - Will these training costs included in the bid? Contractor will need to create and maintain their own DITSCAP. How much will this cost? This paragraph requires the SP to operate and maintain these technologies. However, the paragraph does not appear to require the SP to acquire and provide these technologies. Is the SP required to provide voice and data circuits to all sites, or are the circuits government furnished? Contractor personnel subject to Drug Testing? If so, who picks up the tab? Will the SP employees be required to sign a mobility agreement? Will they be considered Emergency Essential? This paragraph requires the SP to designate and make available an alternate onsite supervisor, yet does not specify which locations must be staffed by an onsite supervisor. Recommend this paragraph be amended to require the SP to provide an onsite supervisor and alternate at HQ USACE and at each District and Laboratory.	C.1.3.1. C.1.3.4. C.1.3.3. C.1.6.4. C.1.24. C.1.6.5.6.

POC

EDIT TEAM

Cdate Ctext**Para**

12/14/2004 Will there be any counseling or job assistance available for displaced FTEs? C.1.25.5.

Customer billing procedures. Identify costs to end users for IT Services. C.5.1.5.2.

Will the SP be considered Exempt or Nonexempt in respect to the overtime pay? Will the SP also be limited to 40 days? Will FEMA bear the entire cost of contractors or will the home district? C.1.24.

This paragraph requires that the SP not interfere with government operational activities and to not schedule disruptions during normal working hours. Normal working hours should be defined in the PWS as being from 6 AM to 6 PM, Monday-Friday. This covers most flex-time arrangements, locations working 4 x 10, and other alternate work schedules. It should also require the SP to coordinate all scheduled disruptions with the customers at any given location to insure that no off-duty critical work is scheduled (i.e., flood alert, special contracting requirements, or other out of the ordinary workload). C.1.10.

Last sentence - SP needs to provide their own beepers and cell-phones. C.1.23.

Accident Reporting Add language "SP shall notify contracting officer within 1 business day by written notification." C.1.15.

Conduct of Personnel section: Wording should be changed to match. C.1.6.4.

Second to last sentence requires perspective contractor (SP) to inform Govt. of changes within 1 day. More time should be extended given the limited impact of this data. 3-5 business days would make a good deal more sense to me. C.1.6.1.

Quality control 30 days for the final appears to be very restrictive. Suggest Draft be added and final due in 60-90 ADC. C.1.7.

On this figure, I suggest that the excluded areas be identified by underline or asterisk or some other method besides only color. When I printed the document in black and white I could not tell what was No reference

11/29/2004 The paragraph number requires initiatives to be documented in ITIPS. Documentation of initiatives in P2 should also be added. C.5.1.4.2.

"The Transition Plan shall include all items listed in C.1.26.1 - C.1.26.7." There are no sections C.1.26.1 - C.1.26.7. Should this be C.1.25.1 - C.1.25.7. ? C.1.25.

In the USACE mission statement, only CW and MC are mentioned. Real Estate and Regulatory should deserve a bullet, I would think. C.1.1.

12/6/2004 Has the Corps completed a Contract Bundling Analysis for the A-76 competitive sourcing? If so, would USACE please provide this analysis prior to release of the RFP as part of an update/revision to the PWS? No reference

POC	Cdate	Ctext	Para
EDIT TEAM	12/15/2005	The terms "shall assist" and "shall support" are not adequately defined, even in the C.5 definition. QUESTION: Please provide softcopy of all in-scope Unix servers or Unix workstation assets showing the following for each Unix Server: server name, manufacturer, Model, OS, CPU Count, hard disc space, purchase date, warranty expiration date, location, level of Disaster Recovery or Contingency services required, whether server is purchased or leased, whether the server is part of a cluster, and the role of each server, for example; file/print server, application server, database server, mail server, web/internet server, or gateway/router server QUESTION: What is the current refresh rate for USACE Servers?	C.5. C.1.
		This paragraph requires the SP to have an onsite supervisor available 24/7. Paragraph C.1.6.1 requires an onsite program manager be available. Please clarify the difference between the onsite program manager and onsite supervisor. Perhaps these terms should be added to paragraph C.2.1 Definitions.	C.1.6.5.
		There is no C.6.!!!	C.1.16.
	12/14/2004	Page 11, para C.1.6.5.1, Search and Seizure (current wording) - In accordance with 41 CFR, Chapter 101, Part 101-74-370, Management of Building and Grounds, set forth in C.6, and in accordance with applicable federal, state, and local laws. SP personnel and property shall be subject to search and seizure upon entering and exiting USACE-owned facilities and federal complexes. (recommended wording) - In accordance with 41 CFR, Chapter 101, Part 101-74-370, Management of Building and Grounds, set forth in C.6, and in accordance with applicable federal, state, and local laws. SP personnel and property shall be subject to search and seizure upon entering and exiting USACE-owned or leased facilities and federal complexes.	C.1.6.5.1.
		Page 13, para C.1.6.6, Identification Badges (add to end of current paragraph) - In addition, SP personnel will display any other federal building badge where required.	C.1.6.6.
		"USACE IMIT activities" sentence needs to state that Library services and support are also excluded from this competition.	C.1.
		"This section, C.1," second comma needs to be taken out.	C.1.
		Should this not say ""38"" districts?	C.1.1.2.3.
		Suggest the 7 labs be mentioned by name.	C.1.1.2.4.
		districts stated in C.1.1.2.3). Explain what an FOA is.	C.1.1.2.5.
		Center Names in diagram are not consistent (naming) with C.1.1.2.5.	
			C.1.1.2.3.
		Names in Diagram is not consistent.	C.1.1.2.5.

POC

EDIT TEAM

Cdate Ctext**Para**

	Naming convention not consistent with diagram. Prime Power = 249th Engineer Battalion.	C.1.1.2.5.
	SP acronym should be identified when first used here.	C.1.3.
	What are TEs? Acronym should be identified when first used here as well.	
12/14/2004	At what date will the govt cease to perform the PWS requirements and the SP expected to be 100%?	C.1.25.
	Which TE #?? There is only TE #7 in the draft.	TE's
12/14/2004	A.1. Page 7, para C.1.3, Scope of Work and Page 12, para C.1.6.5.3, Physical Security - Para C.1.3 states that ""The SP shall provide all personnel, equipment, tools, supplies... to perform the functions in this PWS pertaining to the USACE mission..."" Para C.1.6.5.3 states that ""The Physical Security Plan shall include all government-furnished property for the ..."" These two paragraphs seem to be contradictory and should be clarified.	C.1.3.
	Acronym TCS/TDY needs to be spelled out when first used. Also, this is not listed in C.2.2 Acronym section.	C.1.24.
12/14/2004	Could not find these sections. C.1.26.1 - C.1.26.7	C.1.25.
	Need to include the amount of time to complete each task as well.	C.1.25.1.
	45 Days. What kind of days? Calendar or workday?	C.1.25.9.
11/22/2004	Where "study" appears in the PWS it should refer to "competition." Important point. Proper terminology now as per OSD.	No reference
12/14/2004	Where are the other Technical Exhibits (1-6)???	TE's
	Will these after work hour services be already included in the award price, or an add-on after the fact?	C.1.10.
	Are these their files for maintaining the contract, or govt files? Looks to be their files.	C.1.16.
	Who's labor is expended in issuing the security and CACs that implied with this paragraph?	C.1.17.
	The use of "may" seems open ended enough that we should explicitly state "may or may not."	C.1.19.
	No Strike - What are the consequences? Needs to be explicitly stated.	C.1.22.
	AIS acronym should be spelled out the first time used.	C.1.6.5.2.
	2. CADD software has been lumped into such basic software as word processing and spreadsheets. I would say most people only use the very basic functionality of office applications. This is not the level of usage for CADD and GIS software. Support for these applications must be at a much higher level. As written, the SP would be responsible for troubleshooting problems, training, configuring machines, etc. There is not a way to have this done without a loss in quality. The SP will not be able to step in and understand the software and how it is used, and they will/must be required to do so the day they step into the building.	No reference

POC

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Cdate Ctext

The Technical Exhibit identified in this section that describes the Divisions/Districts missions is missing from the Draft PWS. If omission was intentional, disregard comment

If the SP required to complete Government-required annual training, such as EEO, ethics, etc, include a statement in this section.

Suggest you change 1st sentence to read, "The SP personnel and all representatives of the SP shall comply with all USACE, DOA, and DOD security policies and procedures."

Para

C.1.3.4.

C.1.19.

C.1.6.5.

POC

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6. I did not notice any response time requirements in the contract C.5.1.12.2. End-User Support 1. It should be expected that the SP come in with knowledge of software used by each district. Should CADD and GIS be included, it would mean that they must come in with a standard of knowledge of design software that would be beyond normal office applications. The applications and level of knowledge has not been defined in the document. 2. There is no indication of the staffing requirements (minimal) in this document. CADD and GIS support should mandate a minimum number of qualified personnel in each district. 3. If support for all existing software is required, then that would imply that the SP would be responsible for support all CADD programs written in various languages, updating and recompiling them whenever a need arises. C.5.2.1.1 Government GOTS and COTS Software Applications 1. CADD and GIS are beyond specialized software applications. They are production tools. Control in choice of applications, versions, upgrades, configurations and such should rest with personnel that have a vested interest in assuring that districts can perform their work at the highest level. The wording to me gives the SP virtually unlimited control on what is used. 2. It should be added that upgrades and installations should be performed when requested and as often as requested (CADD upgrades of software can occur multiple times a year requiring either scattered upgrades or entire sweep of users). C.5.2.1.4 Computer-Aided Design and Drafting Support 1. Require a trained and qualified person for providing CADD IMIT support 2. Acquisition of software should be by the government personnel managing the direction of CADD production. 3. Licensing should be by government personnel managing the direction of CADD usage. 4. Backup of CADD files is different than backup of regular files that IM may do. Backup and recovery should be defined in such terms as daily, weekly, monthly, and 2-year backups as a minimum. The nature of CADD usage requires the ability to restore files from any given point in history, not just last week. This requirement is definitely not addressed anywhere in this document. 5. CADD also includes the term 'design'. This document addresses only the drafting part of CADD. It is not reasonable to expect the SP to support production efforts in the use of design applications that are now a part of CADD. Items such as Inroads, Triforma, Architectural Desktop. These require a level of engineering knowledge to be able to understand and use. This is nowhere addressed in this document. 6. The COE already has in place a team and processes for establishing policies and standards in CADD. We do not need someone from the outside stepping in and setting policy. C.5.2.1.5 Geographic Information Systems Support 1. Same comments as above, just replace CADD with GIS. C.5.2.5 Server Support and Services 1. As written the SP is to make the decisions of the items identified. As written, this would remove the ability for government forces to

Para

No reference

POC**Cdate Ctext****Para**

determine what software would be used for such things as document management, web servers, and any other server based software. 2. It also said they are responsible for training. There is no definition on CADD application/usage training. Typically, this is a function of engineering division (or any other division) to determine and arrange any training it feels is important and necessary for people's work. 3. Backups and restore requirements are not defined in this area either. C.5.5.1.8 Records Maintenance and Use (Electronic) 1. This includes reference to document management. This has become a rather vague term. What "document management" software tool is used should be determined by the production requirements of an organization. As written, this paragraph is either meaningless or allows the SP sole control over software. C.5.7.4.5 3-D Computer Animation Projects 1. 3-D animations are becoming more common in engineering/architectural applications. These include things like flyovers of building sites, and walkthrough of buildings. This can be done by CADD software or by standalone software that uses CADD files as the building block of the animation. There isn't any reason why this should be solely a responsibility of the SP.

5. Backups for production are more involved than this document requires. We do not backup CADD servers just so we can rebuild a machine if something happens to it. We have many projects that may necessitate obtaining old files from a month ago or longer. We maintain considerably more backup tapes than our IM office does.

No reference

4. Who is to 'own' desktop hardware. Will the government be responsible for determining what hardware is needed and buying it, or is the SP solely responsible for this. For example, if designers say they need dual 21" monitors, how will they be procured? Does the government buy them or is the request for a new computer sent to the SP and they decide what machine to put on a person's desk.

No reference

2nd sentence: Suggest the PWS either state the "normal operating hours" or reference Section

C.1.6.1.

Suggest the PWS be changed: 3rd sentence to read, "They must have...perform tasks essential to the USACE mission and communicate with USACE staff and customers."

C.1.6.

1/25/2005 Page 13. Para. C.1.6.8-Technical Exhibits are not included.

C.1.6.8.

POC

EDIT TEAM

Cdate Ctext**Para**

3. Document requires the SP to manage the licenses. Apparently, something has been missed on the license arrangements with CADD and GIS software. Licenses are covered by support programs, which define a number of licenses and define terms of support from the vendor. These are renewed each year. Terms vary with each contract. Is the document to imply that the SP will take over these contracts, and if so to what extent. Are they to be responsible for paying for the contract as a part of their contract or will individual districts pay separately for these support programs. Lots of loose ends here.

No reference

1/25/2005 Page 13. Para. C.1.7-Perfromance Requirement Summary (PRS) is not included.

C.1.7.

Following as requested by LRD are LRL comments concerning CADD and GIS: Attached, as requested, are comments in regard to the PWS for the IMIT A-76 study concerning CADD and GIS . These comments relate primarily to why these production based systems are being included as well as the potential impact. Therefore, the comments are not in the format requested for simple additions and deletions. This is a major issue not just for Louisville but to the vast majority of the CADD/GIS community across the Corps as evident in last week's Senior Advisory CADD and Field Activity CADD meetings of members from around the Corps. The potential for the loss of control and management of these highly complex systems is a major concern for the future of in-house design services of the entire Corps of Engineers. These items are a major part of the development of all of our Projects, and these issues cause major concern over not only execution but the push to continually improve our technology in areas such as the use of Triforma and Building Information Modeling and! the standardization of the Corps' use of the TriService Workspace. It should be remembered that Engineering Divisions have long been the leader in advancement of technology and this could seriously compromise our technology. This creators of this document also need to consider the possibility of the government winning the contract, and as written, this would radically change engineering functions throughout the corps. General 1. CADD software and management is a tool Corps of Engineer offices use for production. Every district has developed their way and trained their personnel on using this tool and related tools. As worded, this contract would destroy our ability to design products for our customers, and to advance our capabilities.

No reference

Change 2nd sentence to read "All SP personnel must be fluent in speaking, reading, and writing English."

C.1.6.

POC

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Cdate Ctext

12/16/2004 Subject: Defining IT vs. Engineering/Scientific functions in the CADD/GIS Arena Background Within USACE, CADD and GIS users have traditionally resided in basic functional user organizations outside the IM/IT organization. However, in recent years some CADD and GIS system support has migrated to the IM/IT organization as their capabilities have increased or employee have transferred. While many of these system related functions are rightfully IT, the use of these technologies to perform the USACE basic missions of planning, engineering, operations, regulatory, etc. continues to be rightfully engineering and scientific functions. Seamless integration of these technologies into the workflow of USACE basic missions is leading to more efficient engineering and science, not just the Most Efficient "IT" Organization (MEO). Many of today's CADD/GIS functions are not performed by a single IT person, but instead are a subset of various support and basic functions performed by an array of individuals working in an integrated manner. This integration of IT and end users must ! be maintained and well defined in the Performance Work Statement (PWS). IT vs. Engineering/Scientific Simply put the IT aspects of CADD/GIS systems include: server maintenance, loading CADD/GIS software upgrades/patches and Database Administration (DBA) and the engineering/scientific aspects of CADD/GIS include: establishing geospatial policy, geospatial standards development/coordination, enterprise GIS program management, CADD/GIS architecture development and actually using CADD/GIS systems to perform engineering/scientific work. Below are GIS functions/skills identified in the Engineer Manual 1110-1-8156, Geospatial Data and Systems (GD&S). In many District offices, contractors already perform many of these functions. Under the Enterprise GIS program it is expected that many of the skills described below would be established as Division resources rather than at the District level. Each of these will be labeled as either IT or engineering/scientific function. a) GD&S Manager (engineering/scientific) - GD&S Command Manager, coordinates the GD&S efforts within the USACE Command ensuring they dovetail with Division eGIS effort. The GD&S Manager must understand GD&S technical issues and be a senior-level employee who understands the USACE basic missions. This person would determine when GIS software would be upgraded for the Command. b) Database Development and Collection (engineering/scientific) - Implementation of the Spatial Data Standards for Facilities Infrastructure and the Environment (SDSFIE) and metadata collections. This is the responsibility of everyone collecting geospatial data throughout the Command. Responsible for developing and acquiring geospatial data using appropriate tools and sources. Duties and responsibilities require experience with GD&S, computers, geographic sciences, various source materials, and digital geospatial data processing. Must be capable of converting data from various graphic and

Para

No reference

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Cdate Ctext

Para

nongraphic formats to electronic formats, and from various electronic and hard copy media. Must have firsthand experience with FGDC-compliant geospatial data documentation (metadata). Provides expert advice to other staff on the most effective and timely methods for data development, collection, and acquisition. May work with GPS, pen-based computers, and other field collection devices. Coordinates with counsel on data license and access issues related to data acquisition from external sources. Often works with external personnel and organizations to acquire existing data. Geospatial data development and collection is closely tied with specific USACE basic missions. It would be difficult to separate the data collection efforts from mission and as an organization USACE would suffer if data collection is not fully integrated in the workflow and performed (or lead) by subject matter experts. In many cases, data development and collection is contracted; however, that decision needs to be addressed by the PM as part of program management plan so the data collection requirements are accurately defined. c) Spatial Analyst (engineering/scientific) - Knowledge of cartography and geography. Responsible for working with subject matter experts throughout the District in applying GIS tools to a project or study. Responsible for planning and executing studies relating to physical and cultural environments for use in USACE civil works projects and military activities/operations. Duties and responsibilities require knowledge of and experience with GD&S, computers, the geographic sciences, and digital geospatial data processing. Must be able to design and build new GD&S applications using commercial software tools. Provides expert knowledge to other engineers and scientists (e.g., geologists, geographers, hydrologists, mathematicians, ecologists, and physicists) in setting up and conducting programs and projects. Formulates conclusions from spatial analyses to supplement that of the lead scientist or program manager. The Spatial Analyst function is a multi-disciplined function whose skills and expertise are directly related to the level of integration in the workflow and mission. Basic Spatial Analyst skills are taught through University curriculum; however, expertise is gained from years of experience working on a wide variety of projects and conducting detailed studies associated with such projects. d) Geospatial Data Custodian (engineering/scientific) - Acts as a geospatial data librarian or data steward. Implements data validation procedures and certifies data before it is posted to Intranet or eGIS. Responsible for geospatial data organization and maintenance in coordination with GD&S users. Duties and responsibilities require experience similar to Database Development/Collection. Understands mission related data requirements across the Command. Works closely with DBA to ensure databases are tuned to optimize for geospatial efficiencies. A data custodian must have firsthand experience with the specific database

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Para

management software that the Command uses. In consultation with GD&S and non-GD&S staff, develops data validation and certification routines and policies to ensure that data are ready for release to customers and the public. May work with data distribution staff to distribute geospatial data to external customers. e) Data Distribution (IT) - Responsible for distributing data and metadata via intranet or internet. Responsible for providing data to internal and external users. Duties and responsibilities require knowledge and experience with GD&S, computers, the geographic sciences, and digital geospatial data processing. Must be able to discern user needs from basic requests, use metadata to locate data sets, and generate appropriate formats (compact disk, compressed file, etc.) for the user. Advises other staff and external customers on accessing and distributing USACE data. Often works with other team members to distribute geospatial data to external customers. May use the Internet and FTP to distribute data. Note: Data Distribution policy for geospatial data is being developed corporately as part of the Corps Enterprise Architecture (CEA) and Enterprise GIS Program and should not be considered part of normal Data Distribution functions. f) Graphic Visualization (IT) - This function requires knowledge of computer graphics and animation and is responsible for working with subject matter experts throughout the District in developing graphics and visualization products for use in presentations and web sites. Must have experience in graphic design and using three-dimensional data for the purposes of visualization and presentation. Provides guidance to the District on issues of Americans with Disabilities Act, Section 508, compliance. g) Visualization (engineering/scientific) - This function requires knowledge of cartography and graphics and is responsible for working with subject matter experts throughout the District to ensure that the development of maps, graphics, and visualization products meet accuracy requirements. They are also responsible for preparing animations, models, Digital Terrain Models, maps, graphics, displays, and other visual devices for conveying information related to civil and military programs. Duties and responsibilities require knowledge of and experience with GD&S, computers, the geographic sciences, cartographic design, and digital geospatial data processing. Must be able to develop and produce hard copy and electronic output for presentation of various physical and cultural features. Provides expert knowledge to the engineering/scientific staff (e.g., geologists, geographers, hydrologists, mathematicians, ecologists, and physicists) in presenting information in an aesthetic, visually appropriate and accurate manner. CADD functions/skills are not defined in an engineering manual as they are for GD&S. However, as with GIS, some of the functions are IT, but the basic use of CADD systems for design and other engineering/scientific functions are clearly not IT functions. Some of the IT related functions are as

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Para

follows: CADD production ranges from helping a user plot their drawing using the right pen tables to helping them with advanced features of the software to perform a complicated design. The CADD production is similar for most projects and includes: CADD Support Team CADD Manager (engineering/scientific) - The CADD Manager has the responsibilities to establish and enforce overall CADD policies for the organization, support standards, customize and configure installed software, define overall system policies with respect to the design environment, select design software and coordinates CADD activities throughout and across the organization. The CADD Manager is the District's management's voice for the development and stewardship of the CADD program. This position is the key liaison between the CADD System Manager and the design professionals. The CADD Manager develops CADD budgets, distributes costs, provides help desk for CADD\Design problems. Is primarily responsible for the configuration and policies for the network plotting solution. Is primarily responsible for project initiation and close out. Is responsible for the establishment of EBS configuration and implementation. Is the Team Leader for the CADD Support Team. Coordinates and conducts appropriate CADD, system and document management training. CADD Systems Manager (IT) - The CADD Systems Manager is person who installs all the CADD software, troubleshoots hardware and software installation issues, coordinates with the CADD Manager on integration and configuration issues and provides system backups and restorations. This person is the key liaison between the CADD System and the remainder of the District's network and IT staff. Assists the CADD Manager in providing help desk for CADD trouble calls including plotting, system configuration and system customization issues. The CADD Systems Manager is responsible for the network plotting software and hardware. CADD Document Manager (engineering/scientific) - Is primarily responsible for establishing policies, rights and projects within the CADD Document Management system. Provides configuration guidance to the CADD Document Management Systems Manager to establish work environments. CADD Document Manager Systems Manager (IT) - Provides all systems, database (in cooperation with District DBA) and hardware support for the District's CADD Document Management System. Provides all system backup and restorations as requested. Install client software and assists CADD Document Manager in local and systems configuration issues. CADD Technician (engineering/scientific) - Operates all CADD software in support of District designers and in cooperation with the CADD Manager.

	The PWS should include a list (in a Technical Exhibit) of all applicable Federal, state and local statutes that the SP is to abide by.	C.1.5.
12/13/2004	QUESTION: What percentage of USACE servers are currently under OEM warranty? What response time is provided by the level of OEM warranty you purchase?	C.1.
1/25/2005	Page 18. Para. C.1.25.6 & C.1.25.7-Section M is not included in draft PWS.	C.1.25.7.
12/15/2004	Some sections seem to go into more detail than others. An example would be the very thorough descriptions of services on pages 118 through 122 of the VI services vs the very short descriptions throughout the Automation section	No reference
	C.1.17.3 - Need to address the information gathering costs of for FOIA requests. Unless performance standards are addressed for this, it will be another MOD and gov't will be billed for the information gathering.	C.1.17.3.
	3. Document requires the SP to manage the licenses. Apparently, something has been missed on the license arrangements with CADD and GIS software. Licenses are covered by support programs, which define a number of licenses and define terms of support from the vendor. These are renewed each year. Terms vary with each contract. Is the document to imply that the SP will take over these contracts, and if so to what extent. Are they to be responsible for paying for the contract as a part of their contract or will individual districts pay separately for these support programs. Lots of loose ends here.	No reference
	PWS should include a statement that precludes the outsourcing of work under this contract to workers based in foreign countries, or at least not in certain countries or to organizations which support or are suspected of supporting terrorism.	C.1.3.
1/25/2005	Page 15. Para. C.1.16 & C.1.17.3-documents referenced and Section C.6 are not included.	C.1.17.3.
	C.1.6.5.6 - Alternate onsite supervisor for security issues - onsite where? And could be rolled into C.1.6.5.7.	C.1.6.5.6.
1/25/2005	Page 16. Para. C.1.20 - Last sentence to this paragraph, "Additional contingency effort by the SP," is not included in the fixed-price portion of this contract but will be part of the cost-plus portion.- Are the fixed-price and cost-plus portions of the contract readily identified elsewhere in the solicitation	C.1.20.
	Page 16. Para. C.1.17.4 & C.1.21-Guidance set forth and Section C.6 are not included.	C.1.17.4.

POC

EDIT TEAM

Cdate Ctext**Para**

Physical security plans are typically done by Physical Security, since the plan for the IM shop is part of the overall District, Division or Site plan. Should state, done in coordination with the site's Physical Security office.

C.1.6.5.3.

1/25/2005 Page 16. Para. C.1.17.4 & C.1.21-Guidance set forth and Section C.6 are not included.

C.1.21.

Page 18. Para. C.1.25-Paragraphs C.1.26.1-C.1.26.7 referenced are not included, probably meant paragraphs C.1.25.1-C.1.25.7. Check and verify.

C.1.25.

Overall, Performance levels and stds need to be defined for all areas. There are various items outlined in the PWS that either aren't being done today, are only done at a few sites. There isn't enough detail in the PWS to depict the true IT workload of the Corps. While this allows for creativity on the case of the bidders, it also runs the risk of the bidders outside the Corps not bidding everything and the bid being low with cost mods later. PWS needs to be specific enough to give true workload, and the fact that this is a performance based contract should give the latitude for creativity from all the bidders, including the MEO. Possibly the addition of performance measures will give more specificity, but the verbiage needs to be

No reference

1/25/2005 Page 18. Para. C.1.25.6 & C.1.25.7-Section M is not included in draft PWS.

C.1.25.6.

We did not see these CEFMS Data Base Administrator duties in the PWS. Please consider adding: Data Base Administrator (DBA) shall be available during normal work hours to resolve local CEFMS data base problems. DBAs will have working knowledge of CEFMS business processes in order to perform Oracle based Structure Query Language data calls. DBAs will have an understanding of CEFMS business processes in order to correct DATA Entry errors and record the transaction into a log, as required by Engineer Regulations. Additionally, the number of Data Base Administrators shall be limited to two per database.

No reference

The PWS needs to mention the need for collaboration between other organizations and the SP (i.e. Office of Counsel lead in FOIA requests). May fit here or in the PWS in another location.

C.1.3.5.

POC

EDIT TEAM

Cdate Ctext**Para**

This section requires the SP to provide on-site program manager(s) during normal operating hours. At a minimum, this section should be clarified to reflect the intent of the USACE. The work to be performed in support of the USACE will occur at a very large number of sites. The requirement as stated in the SOW would lead to higher staffing levels than may be required by a SP to perform the required functions and meet the service level metrics. A recommended alternative approach to the staffing of program management and other key personnel is to require the SP to identify, in their proposal, their proposed management and organizational structure, and to explain roles and responsibilities of key personnel, reporting relationships to government personnel and the method employed to ensure responsiveness to government requirements and needs.

C.1.6.1.

This section requires the SP to provide a list of all employees who will perform under this effort thirty (30) calendar days prior to start of contract performance. The requirement to identify all employees who will perform under this effort thirty (30) calendar days prior to the start of contract performance is not realistic and, based on our experience will create additional workload for both the SP and the USACE. The start of contract performance is also the beginning of the transition period. Dependent on each SP's transition plan, employees are generally phased in during the transition period. Thus the SP is required to provide the names of many employees who will actually start work more than 30 days after the beginning of contract award and may start as much as 2 - 3 months after the list is provided. Generally hiring is coordinated with the transition activities, with hiring for the activity occurring within a month of the staffing requirement. Requiring a list 30 days in advance will most likely result in a large number of changes to the list, especially in the lower paid labor categories, as the transition progresses. In a performance based environment, the focus should be on the SP's ability to perform the work and to meet the service level requirements of the USACE. The SP provider should be provided the flexibility to provide the services in the most efficient and effective manner possible to the government. The SP's Transition Plan should allow for the identification of employees with sufficient lead time to accomplish security and access control activities by USACE.

C.1.6.2.

POC

EDIT TEAM

Cdate Ctext**Para**

Infrastructure Components: There is no mention in the SOW of who (the USACE or the SP) will be responsible for providing the infrastructure components and spare parts. The USACE should give serious consideration to this area and have decided on a strategy/approach when the RFP is released. Our experience has been that although the customer generally feels there is less risk and better cost control if it provides the infrastructure components and spare parts, this is not necessarily the case. When the customer provides the infrastructure components, costs generally are greater and customer satisfaction is lower because of the inefficiencies, duplication and delays that are inherent in the processes. SP's have much greater flexibility and recognize lower costs in providing infrastructure components and meeting service level metrics if they have responsibility for providing and supporting the infrastructure.

No reference

Performance Plans and Incentives/Disincentives: Performance plans and service level metrics were not addressed in the draft SOW. We recommend that the USACE seriously consider requiring SPs to include in their proposal the service level metrics they will use, as well as, an "incentive/disincentive plan". Our experience has shown that SPs experienced in providing performance based services are more than willing to propose such plans. Performance plans that do not include incentives and disincentives have little meaning or teeth. Anyone can tell you they will meet a high service level metric. However, if there is a risk that it will cost the company money if the metric is not met, they are more apt to sign up for a more reasonable, less risky performance measure thus giving the USACE a more realistic service expectation.

No reference

1/25/2005 Page 15. Para. C.1.16 & C.1.17.3-documents referenced and Section C.6 are not included. C.1.16.

12/14/2004 This paragraph refers to paragraphs C.1.26.1 through C.1.26.7. These paragraphs were not included in the DRAFT PWS and should be provided for public comment via an update to the DRAFT PWS. C.1.25.

1/25/2005 Page 13. Para. C.1.8-PRS Technical Exhibit is not included. TE's

The PWS needs to identify the Government approving official for CEFMS/budget actions and management oversight of the Service Provider. No reference

12/13/2004 QUESTION: What is the percentage of desktop devices which are LAN connected? C.1.

QUESTION: Provide details on your current email system, including the types of email systems and number of users. C.1.

The Technical Exhibit identified in this section that describes the Divisions/Districts missions is missing from the Draft PWS. If omission was intentional, disregard comment C.1.4.

POC	Cdate	Ctext	Para
EDIT TEAM		Add requirement to comply with all local safety procedures	C.1.14.
	12/13/2004	QUESTION: Is it correct to assume that the long-haul transmission services between the procurement's in-scope IMIT services and the out-of-scope IMIT services are also outside the scope of the procurement?	C.1.
		QUESTION: Does USACE expect the SP to provide the 800 number for incoming help desk calls?	C.1.
		QUESTION: Does the current Help Desk work with any 3rd party vendors? If so, who are they and how does the Help Desk dispatch problem tickets to them?	C.1.
		QUESTION: What Help Desk hours of coverage are you requesting?	C.1.
		QUESTION: Does the current Help Desk staff have duties other than typical IT support?	C.1.
		QUESTION: Is USACE asking the SP to provide the Help Desk facility?	C.1.
		Add requirement that disruptions must be coordinated in advance in production facilities and government agrees to outage (currently says normal working hours)	C.1.10.
	12/13/2004	QUESTION: What are your requirements for disaster recovery? What service levels are associated with the DR plan? What are the terms and conditions of your current DR plan?	C.1.
	12/15/2005	Last sentence add "'on site " before USACE Security Officer"	C.1.6.2.
	12/13/2004	QUESTION: Describe your current groupware environment, including the number of users and types of software tools.	C.1.
		QUESTION: Please describe any in-scope SAN systems and list the total terabytes (TB) of storage to be supported.	C.1.
		QUESTION: What are the USACE backup requirements ;V full, incremental, critical backups and recovery periods? Is there a requirement for SP to provide off-site media vaulting?	C.1.
		QUESTION: For all servers, please identify the primary role of each server, for example; application server, database server, email server, or infrastructure	C.1.
		QUESTION: Are there any current projects planned or in progress to centralize or consolidate Wintel or Unix servers?	C.1.
		QUESTION: Please provide the number and location of email messaging servers	C.1.
		QUESTION: What tools (applications) are currently being used for the following and are any of these tools being offered by ACOE as GFE: „X Change Management „X Configuration Management „X Asset Management „X Asset auto discovery „X Anti-virus „X Knowledge Base (Help Desk and other technicians) „X Backup and Recovery „X Remote Control (servers and desktop) „X Remote software delivery „X Server Monitoring (Wintel and Unix)	C.1.

POC

EDIT TEAM

Cdate Ctext**Para**

My only comment is to add a statement up-front (or maybe I miss it in the 140 pages) is:

No reference

All work conducted by the SP will conform with DoD, DA, and USACE regulations, policies, standards and Directives.

1/25/2005 Where is the list of AISs, which are to be included and those not to be included in the PWS listed? No reference

12/13/2004 QUESTION: What tools (applications) are currently being used by the Help Desk for the following and are any of these tools being offered by USACE as GFE? Please include release level: "X Problem Management (trouble ticketing) "X Knowledgebase Tool "X End-user password reset (users able to do this themselves) "X End-user self-help C.1.

Suggest that the solicitation include information on the Corps' laboratories - including information on the locations, type of work performed, type of IMIT needs, etc. C.1.1.2.4.

Page 5, paragraph 1.3.13 states that writer-editors are code Y840. But Appendix A lists no positions in ERDC for Y840. Where are the writer-editors counted? No reference

It does not appear that Appendix B contains any information on the workload for writer-editors. Should this information be included as a bulleted item? No reference

12/15/2004 It does not appear that Appendix C contains a separate table detailing the In-House costs for ERDC. Is this data available and should it be included? No reference

Suggest that the solicitation....2nd paragraph - Change 1st sentence to read "The SP shall provide services, security and support for ..." C.1.3.5.

Suggest that the solicitation mention that USACE requires communications to field offices in remote locations. C.1.3.3.

12/15/2004 This paragraph seems to be worded wrong. The paragraph starts out talking about a situation where the SP is ""not"" the MEO and then addresses what to do about displaced Government employees. If the SP is not the MEO then Government employees would not be displaced and would have no reason to go to work for the SP. This paragraph needs to be clarified. C.1.25.9.

Suggest that the solicitation include information on the Corps' Other Organizations - include information on the locations, type of work performed, type of IMIT needs, etc. C.1.1.2.5.

Normal operating hours for Washington Aqueduct are 24/7 and normal office hours are 6 am - 530 pm C.1.23.

12/15/2004 The terms ""shall assist"" and ""shall support"" are not adequately defined, even in the C.5 definition. C.5.

POC

EDIT TEAM

Cdate Ctext**Para**

Suggest that the solicitation include information on the Corps' numerous field offices and their locations (often remote locations). Suggest that specific information include location, number, permanent or temporary, type of work performed, type of IMIT needs, etc. Organize information by Division and District. Include statement about the temporary nature of some field

C.1.1.2.3.

This paragraph should reference the Corps Safety Manual, EM 385-1-1 and not rely entirely on the OSHA standards.

C.1.14.

This paragraph states that, ""All Service Provider (SP) personnel must be fluent in reading and writing English."" The paragraph needs to include a requirement that ALL SP personnel must possess advanced communications skills, in English, as well.

C.1.6.

12/15/2004 We did not see these CEFMS Data Base Administrator duties in the PWS. Please consider adding: Data Base Administrator (DBA) shall be available during normal work hours to resolve local CEFMS data base problems. DBAs will have working knowledge of CEFMS business processes in order to perform Oracle based Structure Query Language data calls. DBAs will have an understanding of CEFMS business processes in order to correct DATA Entry errors and record the transaction into a log, as required by Engineer Regulations. Additionally, the number of Data Base Administrators shall be limited to two per database.

No reference

Washington Aqueduct submitted 23 contracts, many of which are not listed. Also, in reviewing the inclusions of other Districts, Some did not submit union agreement; others did.

TE's

POC

EDIT TEAM

Cdate Ctext

12/15/2005

Does not include Washington Aqueduct. This office has requested that it be exempt from the solicitation. The critical utility nature of their business, the need for priority first class response, the 24 hour/seven day a week nature of our operations, and their total reliance upon customer all mandate on site day to day management control, equipment and service. Performance and quality requirements are very high as the essential nature of their business directly impacts the health and safety of the public. No Corps budget or manpower authorizations are utilized in the operation, maintenance or improvement of the Washington Aqueduct. Budget approval is obtained through our Wholesale Customer Board, comprised of the City Manager of the City of Falls Church, Virginia; the County Manager of Arlington County, Virginia; and the General Manager of the DC Water and Sewer Authority. Budget authority is obtained by including the Washington Aqueduct in the District of Columbia ! budget submission for action by the congressional committee. Their customers provide all financing to operate the Washington Aqueduct through wholesale water purchases and pay as you go funding for capital improvements. None of the personnel employed at the Washington Aqueduct are paid using Corps of Engineers funds, nor do the positions count against Corps manpower authorizations. The Washington Aqueduct uses three critical and unique systems to accomplish it's mission addition to the more routine office and engineering automated systems: SCADA, LIMS, and OPS-SQL. They also utilize MAXIMO to manage our maintenance program. A very thorough statement of work on these system needs to be prepared to protect our ability to meet mission requirements if the Washington Aqueduct cannot be exempted. a. SCADA is the acronym for the Supervisory Control and Data Acquisition system. SCADA controls and provides information on the raw water collection, purification, chemical additions, water quality monitoring throughout the treatment process, and finished water transmission processes. In addition, SCADA provides graphic trends so that operators and management can better monitor the treatment process and troubleshoot problems as they arise. b. LIMS is the acronym for the Laboratory Information Management System. This system is a database vital to our day-to-day operations for our laboratory and water quality information. Day to day administration of the system needs to be done by individuals familiar with local databases, system security, laboratory operations and EPA regulations. Water quality reports for the EPA and our wholesale customers are derived from this system. c. OPS-SQL is the operations database which interfaces with the LIMS and SCADA systems to obtain, manage and report data. Day to day administration of the system needs to be done by individuals familiar with other local databases, system security, Washington Aqueduct treatment plant operations and EPA regulations. Plant operations

Para

C.1.1.2.5.

POC

Cdate Ctext

Para

reports for the EPA, our wholesale customers, billing and resource management are derived from this system. The system is also vital to our day-to-day operations. If Washington Aqueduct is not exempted from the solicitation, it's mission should be added to the description of the Corps. The mission of the Washington Aqueduct is to collect, purify and pump and adequate supply of potable water for the District of Columbia, Arlington County, and the city of Falls Church, Virginia. As a major water utility, we are regulated by the Environmental Protection Agency (EPA) and serve over one million customers in the national capital area. We operate around the clock under often adverse and variable conditions, with no allowable margin of error. Communications, data and plant operating systems are crucial to our successful operations. Immediate response to outages and problems is required without deviation. It is essential the management of the Washington Aqueduct is able to independently, quickly and appropriately respond to any situation which may arise.

12/15/2004 Consider adding plan, analyze, develop in first sentence. Third Sentence: add industrial production facilities Plans in place to minimize and restore compromised systems Admin support- phone directories, etc GETS cards C.1.3.3.

12/15/2005 The number of program managers is critical. Shouldn't normal hours for this actually be 24 hours a day/seven days a week C.1.6.1.

Add requirement to follow local facility security/safety access procedures C.1.6.5.3.

GFE

1/25/2005 C.5.1.3.2: Who actually gives approvals for procurement? Does the SP (if not gov't) perform the technical review and authorize the purchase? This may not be legal. C.5.1.3.2.

Review Comments from SWD - Page 2. Para. C.1- Sections C.3 and C.4, Information on GFP and Service Provider Furnished Property, Section C.6, applicable documents, and Technical Exhibits (TEs) (included as Section J) are not included in draft PWS. C.1.

TE's

1/27/2005 NWS has 3 vehicles which are exclusively used by gov't staff to perform work at remote locations such as water control facilities and radio towers. There is nothing about use of gov't owned/contractor operated equipment in this document. TE's

POC	Cdate	Ctext	Para
GFE	1/25/2005	GOVERNMENT-FURNISHED FACILITIES AND EQUIPMENT At the start of the transition period, the Government will provide the necessary office space, furniture, and equipment identified in the Transition Plan. Office space and property provided during the transition period may or may not be the permanent office space and property assigned to the SP during performance of the contract.	TE's
	12/15/2004	If the government does not furnish all existing equipment, I believe the MEO bid would also have to purchase all new equipment.	No reference
	1/28/2005	Concern: C.1 Introduction, p. 7. C.1.3. Scope of Work. State your concern and what you think should be done about it: In the third sentence, paragraphs C.3., C.4 and C.5 are referenced. Only C.5 is included in this	C.1.3.
	1/25/2005	Page 2. Para. C.1-Sections C.3 and C.4, Information on GFP and Service Provider Furnished Property, Section C.6, applicable documents, and Technical Exhibits (TEs) (included as Section J) are not included in draft PWS.	TE's
		Page 7. Para. C.1.3-Sections C.3, C.4, and TEs mentioned are not included in the draft PWS.	TE's
		What office space will be provided by the Government during the performance of the contract?	TE's
	12/14/2004	1. If the Government does not furnish all existing equipment, I believe we (MEO) would also have to purchase all new equipment. Not a good thing. 2. The terms ""shall assist"" and ""shall support"" are not adequately defined (even in the C.5 definition) and are used frequently. The PWS should document in detail what work has to be done, the frequency, and the level of service required (response times, etc.). That level of detail is missing in most of the PWS. 3. Some areas indicate that the SP will be administering contracts. i.e. C.5.2.1.1. (""assist"" in ""writing and administrateing contracts"") I thought this would be 'government in nature' work.	No reference
IA procedures addressing, at a	1/25/2005 C.1.6.5.4.	minimum :Physical Security, Personnel Access and Discretionary Controls	Implement operating
		C.5.4.2.7: Should state that an investigation must be conducted of circumstances behind and impact of compromised account prior to reissuance of password.	C.5.4.2.7.
			C.5.4.8.1.
procedures addressing, at a		C.1.6.5.3. minimum :Physical Security, Personnel Access and Discretionary Controls	Implement operating

POC	Cdate	Ctext	Para
IA	1/25/2005	Language should be expanded. Should state that SP will work with IAM and IASO to secure accreditation in accordance with applicable DoD accreditation policies (as supplemented by Army). This would include development of SSAA, validation and recommending actions to minimize or mitigate vulnerabilities. Note that DITSCAP process will be replaced in CY2005, so there is a danger here of being too specific. It might be worth citing the current DoD policy and manual to give potential Saps an idea of what is currently required. There should also be a requirement that the SP maintain the currency of the SSAA.	C.5.4.3.1.
	12/5/2004	The statement says "The SP shall review web pages and assure compliance with current Americans with Disabilities Act (ADA) and security data sensitivity requirements." The ADA doesn't talk about web pages. This should say "compliance with current section 508 of the Rehabilitation Act guidance"	C.5.4.7.5.
	1/25/2005	The SP has no authority to reaccredit anything. It is done by the DAA. This should be rewritten to reflect that the SP will maintain the currency of the SSAA, prepare for reaccreditation (including undergoing all the steps of the original accreditation) and making recommendations to the IAM and IASO if conditions change sufficiently to require early reaccreditation.	C.5.4.3.3.
		C.5.4.2.2: In a number of cases, users are authorized to generate their own passwords. As written, this paragraph would prohibit this. Paragraph should be modified to state that SP will act to insure authorized user-generated passwords meet all applicable directives regarding type, format and duration. SP should act to enforce this and to block access to any asset not adequately protected.	C.5.4.2.2.
		Recommend adding: Help Desk Requirements. For example: Support the implementation of security policy associated with user ID and threat reporting.	C.5.4.
		This should include language indicating that SP will assist in development of COOP. SP should also provide input and recommendations on how to accomplish the tasks developed for the COOP.	C.5.4.3.5.
		Recommend adding: Desktop Management - all documentation pursuant to DITSCAP accreditation is available upon request.	C.5.1.8. Ensure C.5.4.3.1.
		Recommend adding: Help Desk Requirements. For example: Support the implementation of security policy associated with user ID and threat reporting.	C.5.1.12.

POC	Cdate	Ctext	Para
IA	1/25/2005	This needs more thought. This function may be provided by the IT department, and thus could be accomplished by the SP. However, it is also possible that (as is already done by many DoD activities) that this could be performed by HR or Security and Law personnel. If the latter is the case, how can this be placed in the Statement of Work without said agencies concurrence?	C.5.4.4.3.
		Specific topics not fully addressed within the draft PWS: Staffing of emergency response requirements (e.g. GRD).	C.1.23.
		This is backwards. The IA personnel distribute to the SP. That's the only way this can work.	C.5.4.6.1.
		Following words repeated several times: Recommend adding: Desktop Management - Measure operations and activities, and provide metrics suitable for use in SLA-managed operations.	C.5.1.10.
procedures addressing, at a			Implement operating
		C.5.2.9. minimum :Physical Security, Personnel Access and Discretionary Controls	
		Para. C.1.6.5.3. This should state "...DoD, Army and USACE security policies...". The physical security plan requires approval by S&L and the IAM/IASO prior to implementation. Also, the way this paragraph is written, it looks like the PWS already assumes this will be preformed by contract. Is this the case?	C.1.6.5.3.
		C.1.6.5.5 Should be longer (5 vs. 2 workdays) to allow for time to investigate the access request. If unable to provide clearance within whatever timeframe is mandated, does this automatically grant request?	C.1.6.5.5.
		The Army has mandated a certain IA structure with specific IA duties assigned to specific positions located at specific places (incl. IAPM, RIANM, installation IAM, IANM and IASO). How does this part of the PWS interface with and comply with Army policy? It appears that there is something missing regarding compliance with AR25-2 (which is not mentioned in this section) as well as other Army security policies and regulations, but that may be just how I'm reading it. In other words, possibly they are not addressed here because the Army/DoD required structure is not part of the A-76 task.	No reference
		Where is the issue of recurrent user training addressed? What about the scheduling and documenting of IA and SA (System Administrator) required security training?	C.5.4.1.6.
		Following words repeated several times: documentation pursuant to DITSCAP accreditation is available upon request.	C.5.4.1.7. Ensure all
	12/16/2004	C.5.4.7: The last sentence needs clarification. Does "USACE Office of Counsel" refer only to the HQ Office or to the Office at each installation? Right now, USACE does not speak with one voice on this.	C.5.4.3.1. C.5.4.7.

POC	Cdate	Ctext	Para
IA	1/25/2005	C.5.4.1.23: "Homegrown" IA tools may not be authorized for use in Army operations. Should include a caveat about subject to DA/DoD approval and/or compliance with applicable directives.	C.5.4.1.23.
procedures addressing, at a		C.5.3.3.1.2. minimum :Physical Security, Personnel Access and Discretionary Controls	Implement operating
	11/30/2004	Based on GAO guidelines, DSO functions should be performed by federal employees. Furthermore, a CERM-F memorandum dated 6 December 2000, and signed by Stephen Coakley, states "contractors or non-Corps employees will not be permitted the use of Esig cards". Therefore I recommend removing the function of issuing CEFMS Signature Cards from the PWS.	C.5.4.4.4.
procedures addressing, at a	1/25/2005	C.1.6.5.5. minimum :Physical Security, Personnel Access and Discretionary Controls	Implement operating
		Wherever USACE regulations or policies are referred to, DoD, Department of Homeland Security, GAO should be added.	No reference
		There is nothing in here about updating and maintaining the data in CRD2. This would be a prime Who insures and enforces compliance with the non-IT organizations?	C.5.4.6.2. No reference
		C.5.4: This paragraph states that the SP will provide security program management. This is not in compliance with Army and DoD policy that states that the designated IA positions (some of which are forbidden to be contractors) and infrastructure are responsible for IA program management. Similarly, IAVA compliance is managed by said structure. While the SP can and should execute necessary tasks to assure compliance and may even report to higher authority in the IA chain, management and validation remains within the structure defined in AR25-2. SP takes direction from and reports to said structure, particularly installation IA positions.	C.5.4.
		C.5.4.1: How does this relate to the mandated positions IAPM, RIAM, IAM, IANM and installation IASO? Function of SP should be to assist these individuals in the accomplishment of IA duties. The structure manages the program and serves as the Army's operators on the ground and the SP provides	C.5.4.1.
		The SP shall propose a staffing plan, detailing required skills, job descriptions, staffing levels, and work schedule for to perform on-going architectural assessments, product evaluations, technology insertion/refreshment recommendations and other tasks identified above.	C.1.25.4.
		C.5.4.1.15: Add the need for individual one-on-one support and explanation as needed and practical. Where is the issue of recurrent user training addressed? What about the scheduling and documenting of IA and SA (System Administrator) required security training?	C.5.4.1.15.

POC	Cdate	Ctext	Para
IA	12/16/2004	What about the scheduling and documenting of IA and SA (System Administrator) required security training?	C.1.19.
		C.5.4.1.22: Add DoD, Department of Homeland Security, GAO in front of the word "DoD" in second line.	C.5.4.1.22.
		C.5.4.1.3: Paragraph should reflect that SP recommends to IAPM, IAMs and installation IASOs.	C.5.4.1.3.
		Function of SP should be to assist these individuals in the accomplishment of IA duties. The structure manages the program and serves as the Army's operators "on the ground" and the SP provides execution.	C.5.4.
	12/8/2004	Does not include a timeline for reporting incidents to DAA SP shall report to DAA within 1 business day any after threats or vulnerabilities have been identified.	C.5.4.1.16.
	12/16/2004	C.5.4: This paragraph states that the SP will provide security program management. This is not in compliance with Army and DoD policy that states that the designated IA positions (some of which are forbidden to be contractors) and infrastructure are responsible for IA program management. Similarly, IAVA compliance is managed by said structure. While the SP can and should execute necessary tasks to assure compliance and may even report to higher authority in the IA chain, management and validation remains within the structure defined in AR25-2. SP takes direction from and reports to said structure, particularly installation IA positions. C.5.4.1: How does this relate to the mandated positions IAPM, RIAM, IAM, IANM and installation IASO?	C.5.4.1.
			C.5.4.
		There is nothing in here about updating and maintaining the data in CRD2. This would be a prime SP function. Who insures and enforces compliance with the non-IT organizations (notwithstanding what it said	C.5.4.
		Wherever USACE regulations or policies are referred to, DoD, Department of Homeland Security, GAO should be added.	C.5.4.
		What about the scheduling and documenting of IA and SA (System Administrator) required security training?	C.5.4.1.7.
	12/14/2004	Add to C.5.4.1.17 The SP will be involved in all CFO audits by providing data and responding to CFO audit questions. SP will be in compliance and/or develop local processes to be in compliance with all applicable CFO information papers issued by USACE Resource Management.	C.5.4.1.17.
	12/16/2004	What about the scheduling and documenting of IA and SA (System Administrator) required security training?	C.5.1.9.1.
	12/19/2004	Include TACLANE testing.	C.5.4.3.2.
	12/16/2004	What about the scheduling and documenting of IA and SA (System Administrator) required security training?	C.1.25.7.

POC

IA

Cdate Ctext**Para**

12/16/2004 C.5.4.3.1: Language should be expanded. Should state that SP will work with IAM and IASO to secure accreditation in accordance with applicable DoD accreditation policies (as supplemented by Army). This would include development of SSAA, validation and recommending actions to minimize or mitigate vulnerabilities. Note that DITSCAP process will be replaced in CY2005, so there is a danger here of being too specific. It might be worth citing the current DoD policy and manual to give potential Saps an idea of what is currently required. There should also be a requirement that the SP maintain the currency of the SSAA.

What about the scheduling and documenting of IA and SA (System Administrator) required security training? C.1.3.4.

Where is the issue of recurrent user training addressed? C.1.3.1.

12/13/2004 "Firewall" definition, "immune to penetration" is a hypothetical state not a real world state. Delete the phrase. C.5.4.2.8.

"Key" definition, change "crypt-equipment" to "cryptological equipment." C.5.4.2.2.

Delete the "Networthiness Certificate" because it has no definition. Page 35

12/16/2004 Where is the issue of recurrent user training addressed? Page 41

It appears that there is something missing regarding compliance with AR25-2 (which is not mentioned in this section) as well as other Army security policies and regulations, but that may be just how I'm reading it. In other words, possibly they are not addressed here because the Army/DoD required structure is not part of the A-76 task? Page 44

Section C.5.4 The Army has mandated a certain IA structure with specific IA duties assigned to specific positions located at specific places (incl. IAPM, RIANM, installation IAM, IANM and IASO). How does this part of the PWS interface with and comply with Army policy? C.5.4.

What about the scheduling and documenting of IA and SA (System Administrator) required security training? C.5.1.

1/14/2005 Hand-carried written comment - FOIA - extract data. C.5.4.7.6.

1/25/2005 Specific topics not fully addressed within the draft C.5.4.6.

PWS: Resolving security issues (e.g. IAVA control). Ensuring required changes are made to specification and to schedule.

Are the demarcation or connection points to other networks (e.g., NIPRNET, SIPRNET, Internet, JWICS, and DREN) pre-established or are they open to SP selection? C.5.4.11.

POC	Cdate	Ctext	Para
IA	1/25/2005	Do the monitoring and management functions described have to be accomplished from a Government	C.5.4.7.11.
		Does USACE currently have an Information Assurance Service provider under contract to perform some or all of the functions described in this paragraph? If yes, will USACE provide the name of the company?	C.5.4.7. C.5.4.
		Are the secure off-site locations to be provided by the SP or will backups be stored in Government facilities?	C.5.4.10.
		Page 110. Para. C.5.4.12-Shouldn't we be more specific on what IA services shall be provided for emergency operations?	C.5.4.12.
		Page 109. Para. C.5.4.9-Does this paragraph includes turn-in of excess equipment, i.e., preparing the hand receipt for turn in?	C.5.4.9.
		Page 105. Para. C.5.4.2.2-This paragraph states, "The SP shall verify that users have agreed in writing and comply with appropriate use policies." Is IMIT still doing this? Thought we are doing all this online along with the changing of the passwords.	C.5.4.2.2.
		Para. C.5.4.1.4 - This paragraph states, The SP shall enforce laws, policies, regulations, and SOPs throughout USACE. I believe this sentence needs clarification. The sentence as written has such a broad mandate.	C.5.4.1.4.
	1/14/2005	Hand-carried written comment - Internet filtering - add "in accordance with AR 25-2."	C.5.4.7.20.
	12/16/2004	C.5.4.2.2: In a number of cases, users are authorized to generate their own passwords. As written, this paragraph would prohibit this. Paragraph should be modified to state that SP will act to insure authorized user-generated passwords meet all applicable directives regarding type, format and duration. SP should act to enforce this and to block access to any asset not adequately protected.	C.5.4.2.2.
	1/14/2005	Hand-carried written comment - VPN mentions monitoring use of - Make clear for security purposes not individual.	C.5.4.7.12.
	12/16/2004	C.5.4.2.7: Should state that an investigation must be conducted of circumstances behind and impact of compromised account prior to reissuance of password.	C.5.4.2.7.
	1/14/2005	Hand-carried written comment - Web page review - add "in compliance with DOD web policy" cite.	C.5.4.7.5.
		Hand-carried written comment - Mentions counsel guidance.	C.5.4.7.
		Hand-carried written comment - Network scanning - add "in compliance with federal law."	C.5.4.7.1.
	1/25/2005	Add the words "as applicable" between "devices" and "are" in the second line.	C.5.4.6.5.

POC

IA

Cdate Ctext**Para**

12/19/2004 C.5.4.7.5 - Web Page Review - since many pages are authored by functional users, most sites require these functional users to review and verify that they are in compliance; virtually impossible for most sites to review ALL webpages associated with their site. Suggest this to say "the SP shall coordinate and review web page content." C.5.4.7.5.

1/28/2005 What is your concern? A Statement is incorrect

C.5.4.2.1. Page No. C.5.4.2.1 and C.5.4.2.2 User ID's and Passwords (p.103)

Needs to stress that this be done in compliance with Reg AR25-2.

12/16/2004 C.5.4.6.5: Add the words "as applicable" between "devices" and "are" in the second line. C.5.4.6.5.

C.5.4.6.1: This is backwards. The IA personnel distribute to the SP. That's the only way this can work. C.5.4.6.1.

C.5.4.4.3: This needs more thought. This function may be provided by the IT department, and thus could be accomplished by the SP. However, it is also possible that (as is already done by many DoD activities) that this could be performed by HR or Security and Law personnel. If the latter is the case, how can this be placed in the Statement of Work without said agencies concurrence? C.5.4.4.3.

C.5.4.3.5: This should include language indicating that SP will assist in development of COOP. SP should also provide input and recommendations on how to accomplish the tasks developed for the COOP. C.5.4.3.5.

C.5.4.3.3: The SP has no authority to reaccredit anything. It is done by the DAA. This should be rewritten to reflect that the SP will maintain the currency of the SSAA, prepare for reaccreditation (including undergoing all the steps of the original accreditation) and making recommendations to the IAM and IASO if conditions change sufficiently to require early reaccreditation. C.5.4.3.3.

1/25/2005 Specific topics not fully addressed within the draft PWS: - Enabling lockdown of all Corps PCs to prevent unauthorized modification of systems. No reference

1/14/2005 Hand-carried written comment - Internet filtering - add "in accordance with AR 25-2." C.5.4.7.18.

2/5/2005 COMMENT - PARAGRAPH C.5.4.4.5. - Move as directed by IAM to end of first sentence to read: "The SP shall encrypt USACE data as directed by the IAM." C.5.4.4.5.

1/28/2005 Page No. C.1.6.5.2. C.1.6.5.2 Security Assurance

and

Background investigations (p.11)

I thought that the government was always responsible for the cost associated with security background investigations.

POC	Cdate	Ctext	Para
IA	2/5/2005	COMMENT - PARAGRAPH C.5.4.1.19 - Appears very governmental. Why would we want contractors to represent us with other agencies? This undermines our technical credibility.	C.5.4.1.19.
		COMMENT - PARAGRAPH C.5.4.1.21. - Add "to NETCOM (or wherever) for approval."	C.5.4.1.21.
		COMMENT - PARAGRAPH C.5.4.1.22. - Insert "as approved by the CCB and defined in the CEA" after "architectural guidance" on line 2.	C.5.4.1.22.
		COMMENT - PARAGRAPH C.5.4.1.23. - Remove "develop." Add "approved IA Tools."	C.5.4.1.23.
		COMMENT - PARAGRAPH C.5.4.1.24. - Implies more than one level of CMBs.	C.5.4.1.24.
		COMMENT - PARAGRAPH C.5.4.2.1. - Does it require full integration of all systems, such as Groove and Blackberries?	C.5.4.2.1.
		COMMENT - PARAGRAPH C.5.4.3.1. - Update to new terminology - DIACAP.	C.5.4.3.1.
		COMMENT - PARAGRAPH C.5.4.3.3. - Need consistency – IS – Info system or AIS – Automated Information Systems. Is LAN and WAN defined as AIS or IS?	C.5.4.3.3.
		COMMENT - PARAGRAPH C.5.4.3.4. - Add "approved tools."	C.5.4.3.4.
		COMMENT - PARAGRAPH C.5.4.1.14. - Define risk mitigation.	C.5.4.1.14.
		COMMENT - PARAGRAPH C.5.4.4.4. - Add "and install and maintain CEFMS card readers."	C.5.4.4.4.
		COMMENT - PARAGRAPH C.5.4.1.9. -Who will DAA be in the “new” configuration? Will boundaries change, assuming that CCB will determine the authorized list? Suggest add “IAW CCB standards and procedure."	C.5.4.1.9.
		COMMENT - PARAGRAPH C.5.4.5. - Is COMSEC custodian inherently governmental?	C.5.4.5.
		COMMENT - PARAGRAPH C.5.4.6.3. - Need to make sure local levels have access to reporting systems so local commanders knows. Add “ reports to DA, local and higher levels."	C.5.4.6.3.
		COMMENT - PARAGRAPH C.5.4.6.4. - Need metrics. Need to include "all network devices."	C.5.4.6.4.
		COMMENT - PARAGRAPH C.5.4.7.3. - Add "and report to local and higher HQ."	C.5.4.7.3.
		COMMENT - PARAGRAPH C.5.4.7.5. - Contracts out government security requirements? Is this customary? We are giving the Service Provider the authority to limit our own operations dependant on their interpretation of government regulations. Suggest removing first sentence and rewording second: “The SP shall review web page content and assure compliance with currentetc”. “SP is responsible for educating the web page owners on data sensitivity requirements.”	C.5.4.7.5.

POC	Cdate	Ctext	Para
IA	2/5/2005	COMMENT - PARAGRAPH C.5.4.7.7. - Suggest replacing "direct" with "manage."	C.5.4.7.7.
		COMMENT - PARAGRAPH C.5.4.7.9. - Add "IAW Configuration Management as defined by the CCB."	C.5.4.7.9.
		COMMENT - PARAGRAPH C.5.4.7.10 - Add "IAW Configuration Management as defined by the CCB."	C.5.4.7.10.
		COMMENT - PARAGRAPH C.5.4.7.11 - Add "IAW Configuration Management as defined by the CCB."	C.5.4.7.11.
		COMMENT - PARAGRAPH C.5.4.7.14. - Add "IAW with current policies and regulations."	C.5.4.7.14.
		COMMENT - PARAGRAPH C.5.4.7.16. - Add "IAW with CCB guidance."	C.5.4.7.16.
		COMMENT - PARAGRAPH C.5.4.3.5. - Add IAW AR 25-2.	C.5.4.3.5.
MOU's	1/28/2005	COMMENT - Page No. C.5.4.1.8. (p.100)	C.5.4.1.8 MOA's and
		This section appears out of place. Should be a section by itself. MOA's and MOU's not limited to just Information Security sections (Automation, IA, etc.).	
		COMMENT - Page #14, C.1.11. FRAUD, WASTE AND ABUSE: "The SP personnel shall be encouraged to be alert and report to the Contracting Officer and District Security Manager suspected instances of fraud, waste, or abuse or other dishonest conduct against the Government".	C.1.11.
		COMMENT - Page #15, C.1.17. DISCLOSURE OF INFORMATION: "SP individuals who hold the proper clearance and are designated under the District Commander's signature as individuals who can handle classified information shall protect sensitive information from unauthorized disclosure". All DA, AR and District regulations and policies apply to SP who is designated to handle classified information.	C.1.17.
		COMMENT - Page #93, C.5.2.7.2. CLASSIFIED ELECTRONIC MESSAGE: "The SP shall provide classified electronic message (e-mail) services. The SP shall appoint a Classified Document Custodian (no matter the media used) naming Alternates as well. The SP shall provide the information to the District Security Manager who will type up a Designations of Authority memo for the District Commander's signature. Only the individuals' names in the memo can handle classified material. The SP shall provide any changes to the District Security Manager as soon as there is a change in personnel.	C.5.2.7.2.
		COMMENT - Page #93, C. 5.2.8.1. CLASSIFIED WEBSITE: QUESTION: Is there a need for a Classified Website on the SIPRNet?	C.5.2.8.1.
		COMMENT - Page #102, C.5.4.1. INFORMATION ASSURANCE (IA) PROGRAM MANAGEMENT: "The SP shall maintain the IA program for the District including providing the IAM for the District with oversight provided by the District Security Manager."	C.5.4.1.

POC

IA

Cdate Ctext**Para**

1/28/2005 COMMENT - Page #102, C.5.4.1.1. SECURITY PLAN: "The SP shall develop, maintain, and report an official IM/IT Security plan and the security plan of actions and milestones (POA&M) to higher headquarters." The District Security Manager must review the security plan and sign as approving official of the plan. C.5.4.1.1.

COMMENT - Page #104, C 5.4.1.17 IA SECURITY AUDITS, INSPECTIONS AND INVESTIGATIONS: "The SP shall conduct and participate in IA security audits, inspections and investigations. These include, but are not limited to, Army Audit Agency audits; internal reviews, Government Accountability Office (GAO) audits, Federal Information Security Management Act (FISMA), DoD Inspector General Inspections, Physical Security Inspections by the District Security Manager, command inspections; visual inspections of computer facilities, and user areas; and fraud, waste and abuse investigations:" C.5.4.1.17.

COMMENT - Page #106, C.5.4.4.2. COMMON ACCESS CARD (CAC) AUTHENTICATION SUPPORT: "The SP shall issue Common Access Cards (CAC) to all District Personnel and maintain the CAC issuance workstations, mobile CAC workstations, and personal identification number (PIN) reset C.5.4.4.2.

COMMENT - Page #108, C.5.4.7.13: PHYSICAL RESTRICTED AREA POLICY ENFORCEMENT: "The SP shall develop and enforce access policy to IM/IT restricted areas in conjunction with the District Security Manager." C.5.4.7.13.

COMMENT - Page #109, C.5.4.8. SECURITY INCIDENTS: Some language should be placed in this section regarding coordination with District Security Manager and Personnel Officer concerning incidents involving District employees and inappropriate material on computers. C.5.4.8.

2/5/2005 COMMENT - PARAGRAPH C.5.4.1.18. - Add "end-user workstations." C.5.4.1.18.

1/28/2005 COMMENT - Page No. C.1.6.5.1. C.1.6.5.1 Search and Seizure
(p.11)

Should there be a statement somewhere in the document about the use of government equipment, is subject to monitoring for lawful purposes, etc.

POC	Cdate	Ctext	Para
IA	1/28/2005	COMMENT - Page #12, C.1.6.5.5. SECURITY ACCESS SYSTEM: The Government shall provide oversight to the security access system which must comply with all DA and District regulations. The SP shall provide a list of employees complete with Alternates who hold the proper clearances that are to receive access to certain higher security areas. The list shall be provided to the District Security Manager who will in turn type a memo for the District Commander's signature. Copies of the signed memo shall be given to the Contracting Officer, COTR with the original copy retained in the District Security Manager's files. Changes to the list (i.e. additions/deletions) shall be reported immediately to the Contracting Officer, District Security Manager. A new memo shall be generated for the District Commander's signature and signed copies shall be furnished to the Contracting Officer and COTR.	C.1.6.5.5.
MOU's		COMMENT - Page No. C.5.1.3.3. (p.100)	C.5.4.1.8 MOA's and
		This section appears out of place. Should be a section by itself. MOA's and MOU's not limited to just Information Security sections (Automation, IA, etc.).	
	2/4/2005	COMMENT - What about OPSEC?	C.5.4.
	2/5/2005	COMMENT - Need listing of configuration management boards (CMBs).	C.5.4.1.
		COMMENT - Looks and feel like one proram--like it is currently running out of HQs.	C.5.4.1.1.
		COMMENT - PARAGRAPH C.5.4.1.2. - Insert "local and higher" after the word "to" in last sentence.	C.5.4.1.2.
		COMMENT - PARAGRAPH C.5.4.1.3. - Need to change references "report to higher HQ" to include local and higher HQs.	C.5.4.1.3.
		COMMENT - PARAGRAPH C.5.4.1.4. - What does "enforce" mean. Does it mean taking away access to the system?	C.5.4.1.4.
		COMMENT - PARAGRAPH C.5.4.1.5. - May need to add "as required by CCBs, guiding regulations, or higher headquarters."	C.5.4.1.5.
		COMMENT - PARAGRAPH C.5.4.1.7. - Change report to "local and higher HQs."	C.5.4.1.7.
		COMMENT - PARAGRAPH C.5.4.1.6. - Evaluate and report effectiveness to whom? IAW with QASP. Suggest report to ISM to local and higher HQs.	C.5.4.1.6.
		COMMENT - PARAGRAPH C.5.4.1.8. - Add "and recommend solutions to bring into compliance."	C.5.4.1.8.

POC

IA

C.1.6.6.

Cdate Ctext

1/28/2005 COMMENT - Page No.

Para

C.1.6.2 Identification of SP

employees (p.10)

C.1.6.6 Identification Badges (p.13)

We have a local policy that does not give CAC cards to IT helpdesk personnel, contractors, student aides or temporary employees. They are issued locally approved government identification. This paragraph should be modified to say CAC card and/or locally approved identification.

Security Plan. Need to add requirement that plans will be reviewed by Government and must meet USACE standards.

C.5.4.1.2.

Page No. C.5.4.7.15 RAS Management (p.106)

Need to expand to include ability for SP to provide commercial ISP and/or dial-up services to be used in conjunction with the USACE VPN as alternative to RAS servers being on-site.

C.5.4.7.15.

In accordance with what?

C.5.4.7.14.

Are IAM, IAPM, and other delegated IA position duties exempt? What relationship is the SP to have with these individuals? What authority over the contract will they have? Will they even exist? How then is the role of the DAA changed in relation to KO authority

C.5.4.

Similar paragraphs should exist in each functional area. The SP should be tasked with compliance, enforcement and metrics accomplishment in all areas and should know that these issues are most times down-driven and non-negotiable.

C.5.4.1.5.

C.5.4.1.4.

Should get lots of questions on the issue of enforcement.

C.5.4.1.4.

No mention of secure voice equipment, routers, switches etc.

C.5.2.8.2.

See also para C.5.4.4.5 and C.5.4.7.1. Who is the IAM? Spell the word out the first time it occurs on a page or in a section. Is the IAM a Government or SP

C.5.4.7.1.

C.5.4.4.5.

2/5/2005 COMMENT - PARAGRAPH C.5.4.8. - Add "as directed by ACERT."

C.5.4.8.

1/28/2005 Software Licenses. Add the term Designated Approving Authority (DAA) to Section C.2., Definitions.

C.5.4.1.9.

Page No.

C.5.4.4.4 CEFMS (p.104)

C.5.4.4.4.

Is the SP required to acquire the CEFMS cards and card readers or will these be government furnished as needed

Is the ITIPS in para C.5.4.2 the same thing as an IMIT initiative portfolio at para C.5.4.1?

C.5.1.4.2.

C.5.4.2.

Define Information Technology Investment Portfolio System ITIPS. IT Investment Portfolios are defined on page 42, but ITIP System is not.

C.5.1.4.2.

POC	Cdate	Ctext	Para
IA	1/28/2005	Define Information Technology Investment Portfolio System ITIPS. IT Investment Portfolios are defined on page 42, but ITIP System is not. Define IMIT initiative portfolio.	C.5.4.2. C.5.1.4. C.5.4.1.
		The statement "Facilities may be inspected by any Government agency or individual authorized access by the Contracting Officer" should address whether or not there are contractual implications (e.g., to include inspectors and higher headquarters evaluators, etc) or the inspections will be benign insofar as the contractor is concerned.	C.1.9.
		Information Assurance - Change second sentence to read: "The SP shall provide protection, detection, reaction and corrective action capability to minimize risks from attacks."	C.1.3.4.
		Will the SP operate the CEFMS Esig card system and issue cards? If so, you may need to query districts again as this function is outside the IT functional area in this district at least and was not considered in our cost baseline information.	C.5.4.4.4.
		Does the SP operate the CAC station or just maintain	C.5.4.4.3.
		Says "The SP shall certify, accredit, and reaccredit USACE automated information systems (AISs). Isn't this the job of the IAM who is rumored to be in the CGO.	C.5.4.3.
		See also para C.5.4.4.5 and C.5.4.7.1. Who is the IAM? Spell the word out the first time it occurs on a page or in a section. Is the IAM a Government or SP	C.5.4.4.4.
		C.5.4.2 USERID and Authentication. Shouldn't this also say such procedures shall be in compliance with DOD, Army and Corps policy and regulations?	C.5.4.2.
	1/25/2005	The last sentence needs clarification. Does "USACE Office of Counsel" refer only to the HQ Office or to the Office at each installation? Right now, USACE does not speak with one voice on this.	C.5.4.7.
	1/31/2005	QUESTION - Is Information Assurance (IA)/Computer Network Detection part of this contract effort or does government retain? Will the contract address how contractor will respond to regulatory direction from the government?	
	1/28/2005	COMMENT - Page #12, C. 1.6.5.4. LOCK COMBINATIONS: The SP shall follow all District and Army Regulations regarding safes, locks and lock combinations. The SP shall coordinate all matters of lock, safes, physical security of areas where safes are contained with the District Security Manager.	C.1.6.5.4.

POC

IA

Cdate Ctext**Para**

1/28/2005 Page #12, C. 1.6.5. 3. PHYSICAL SECURITY: Need to clarify the sentence "The SP shall consider existing customer facility security plans when developing the Physical Security Plan. *NOTE: All physical security plans must be reviewed by the District Security Manager and FPS/DHS (Federal Protective Service/Department of Homeland Security when the Federal Building is involved). C.1.6.5.3.

Page # 11, C.1.6.5.2.1 LEVEL OF INVESTIGATION REQUIRED: The SP will provide a NACLC (National Agency Check with Law Enforcement Check) security assurance background on all SP providers in IT Level 2 positions. All other SP personnel designated as IT Level 1 (for accreditation purposes) shall complete a SSBI. C.1.6.5.2.

Page #11, C.1.6.5.2. SECURITY ASSURANCE BACKGROUND INVESTIGATIONS: My comments above apply for this paragraph. C.1.6.5.2.1.
C.1.6.5.2.

Page #10 C1.6.5 SECURITY REQUIREMENTS: The SP personnel and all representatives of the SP will be subject to security checks. QUESTION: Who does the background investigations for SP personnel? If District Security Manager continues to do so and a cost is incurred in the future, the Contractor shall pay for all costs incurred for a background investigation for all personnel. C.1.6.5.2.

Contractors shall become members of National Industrial Security Program. SP personnel designated as IT Level 1 or 2 shall have a SSBI investigation submitted. Recommend contractor accomplish background investigations by submitting proper paperwork to Defense Security service for the required investigation and background investigation with information provided to the District Security Manager.

Page #10 C.1.6.2 IDENTIFICATION OF SP EMPLOYEES, Second Paragraph: Question: Why does the Government need to provide the SP with a CAC Card instead of the contracting service providing their own ID Badge? "The SP shall provide a list of SP personnel to the Contracting Officer or the COTR of any individuals requiring after hours access to the building. All building rules/regulations apply regarding contractors in the Federal Building after hours. A list shall be provided to the Contracting Officer of individual(s) who are to act as escorts to the Contractor when they must have access to the Federal Building after hours. No Contractor shall be allowed in the building to conduct business without a designated escort. C.1.6.5.
C.1.6.2.

POC

IA

Cdate Ctext**Para**

1/28/2005 Page #9 C.1.6.1 PROGRAM MANAGER(S) AND KEY PERSONNEL: "When performance is required outside normal operating hours, an individual shall be designated by the SP (Service Provider) to act for the program manager(s). The Service Provider regardless of who is designated as such shall follow all Federal Building and Huntington District regulations/ rules regarding after office hours and contractor personnel.
Page No. C.5.4.7.15 RAS Management (p.106)

Need to expand to include ability for SP to provide commercial ISP and/or dial-up services to be used in conjunction with the USACE VPN as alternative to RAS servers being on-site.

C.5.4.7.10 Antivirus Systems. Shouldn't there be a requirement to use the best, state of the art antivirus systems? Or at least an effective one? As this is written, some free program off the internet that doesn't work at all well would comply. The same comment applies to many if not most of the IT technical specifications found in this document.

Page No. C.5.4.10 System Backups
C.5.4.10.

System backups should include backup of voicemail systems, PC's (data backups and Ghost Imaging), IT equipment (i.e. Routers, switch) configurations, etc. The frequency of backups should allow the recovery of a minimal loss of data, and quick recovery during a system failure or disaster.

C.5.4.1.13 Policy Guidance, The SP is going to provide advice to USACE on that list of issues, including 2012? Surely, this should say that that advice is limited to the IM/IT arena and regulatory impacts on it?

C.5.4.1.10 Official Security Threat Notification: Here, the SP is to report to "management personnel." Not the Contracting Officer? Not the Security Officer? It is also noted that "management personnel" is not defined in the otherwise exhaustive glossary. The SP gets to decide who management personnel are?

C.5.4.1.8 IMIT MOA MOU- noncompliance with IA regs here is to be reported. but to whom? And this conflicts with Regulatory Enforcement above, where the SP was to ENFORCE the regs.

C.5.4.1.6 INFOSEC Training. Do we REALLY mean to let a contractor control access to Corps computers and maintain records of training? Is management totally removed from this process?

C.5.4.1.4 IA Regulatory Enforcement. Do we REALLY mean to let a contractor enforce laws, policies, regulations and S.O.P.s throughout USACE? Clearly, this is a governmental function. Shouldn't the SP report suspected violations to either the Contracting Officer or the Security Officer?

POC

IA

Cdate Ctext**Para**

1/28/2005 C.5.4.1.2, Security Plan. Should this refer to the SP ASSISTING in developing and maintaining a security plan? Isn't development of such a plan a governmental function that should not be solely in the hands of a contractor?
What is your concern?
C.5.4.2.2.
Page No. C.5.4.2.1 and C.5.4.2.2 User ID's and Passwords (p.103)

Needs to stress that this be done in compliance with Reg AR25-2.

12/16/2004 What about the scheduling and documenting of IA and SA (System Administrator) required security training? C.5.1.9.

1/28/2005 Page No. C.5.4.3.1 DITSCAP (p.103)
C.5.4.3.1.

Needs to stress that the SP is responsible for keeping the DITSCAP accreditation up to date as systems change or at least every 3 years – according to regulation.

12/19/2004 C.5.4.2.6 PRIVILEGED ACCOUNT ISSUANCE - define "special account". C.5.4.2.6.

1/28/2005 COMMENT - Page # 12, C. 1.6.5.5.6 ALTERNATE: Omit this section. C.1.6.5.6.
Page #8, C.1.3.4. INFORMATION ASSURANCE: C.1.3.4.
“The SP shall provide security program management including IAM (Information Assurance Manager) within the Information Management chain with oversight by the District Security Manager, user ID and password management, certification and accreditation, public key infrastructure support, communication security support, information security training for end users, information assurance vulnerability alert reporting and compliance, security incident services (define) and system administrator and information assurance security officer services.

COMMENT - Page #13, C 1.6.6. IDENTIFICATION C.1.6.6.
BADGES: Discussed above in item #63.

12/14/2004 The SP U-pass Administrator shall be available during normal work hours for respective database (i.e. L0 verses L4) to grant local and remote CEFMS access permission. Also, the SP will be responsible for password management and CEFMS electronic signature card management. (Add to C.5.4.2.2 and C.5.4.2.7 and C.5.4.4.4) C.5.4.2.7.

C.5.4.4.4.

1/25/2005 Page 8. Para. C.1.3.4, Army Regulation 25-2, Table 4-2 does not allow contractors to perform some of the work and services included on this paragraph. This comment also applies to section/paragraph C.5.4 that begins on page 102 and continues on to page 110. C.1.3.4.

C.5.4.

POC

IA

Cdate Ctext**Para**

The Service Provider (SP) is required to handle classified information; however, hiring criteria does not specify how we will clear SP employees for handling classified material. In some cases, we may want to establish a "standard" by which we measure success. This could possibly be worked out later, however misunderstandings about the standard we expect could affect the measure of success.

No reference

- 12/19/2004 Add "in accordance with COOPS, DITSCAP and all other local requirements." C.5.4.10.
- 12/14/2004 Does ITIPS need to be mentioned? What about procedures for procuring IT i.e. FIP justification, ITIPS #, CEFMS technical approval etc.?? C.5.4.1.23.
- 12/19/2004 Add grant service accounts C.5.4.2.5.
- 12/14/2004 Add to C.5.4.1.17 The SP will be involved in all CFO audits by providing data and responding to CFO audit questions. SP will be in compliance and/or develop local processes to be in compliance with all applicable CFO information papers issued by USACE Resource Management. C.1.3.4.
- The SP U-pass Administrator shall be available during normal work hours for respective database (i.e. L0 verses L4) to grant local and remote CEFMS access permission. Also, the SP will be responsible for password management and CEFMS electronic signature card management. (Add to C.5.4.2.2 and C.5.4.2.7 and C.5.4.4.4) C.1.14.
- Add to C.5.4.1.17 The SP will be involved in all CFO audits by providing data and responding to CFO audit questions. SP will be in compliance and/or develop local processes to be in compliance with all applicable CFO information papers issued by USACE Resource Management. C.5.4.2.2.
- 12/13/2004 C.5.4.7.19, Define war-dialing. C.5.5.10.1.
- 12/19/2004 How will they enforce? C.5.4.7.19.
- 12/14/2004 Par.C.5.4.5 COMSEC Services. Should add: " the SP personnel that operate, maintain and provide COMSEC support must receive the appropriate COMSEC custodian training and must maintain COMSEC accounts IAW COMSEC regulatory guidance to include participation in COMSEC audits. C.5.4.1.4.
- 12/19/2004 The PWS should state the requirement that identifies what the SP must do to follow security procedures for decommissioning computers (including processing of disk drives containing both classified and nonclassified data) C.5.4.5.
- 12/14/2004 Page 106, para C.5.4.3.5, Continuity of Operations Plan (COOP) (add to end of sentence) - "at least This paragraph requires that the SP extract data requested in a FOIA inquiry. The requirement to extract or obtain records from a Records Holding Area or off-site Records Center or storage facility should be C.1.6.5.3.
- C.5.4.3.5.
- C.5.4.7.6.

POC	Cdate	Ctext	Para
IA	12/14/2004	The SP U-pass Administrator shall be available during normal work hours for respective database (i.e. L0 verses L4) to grant local and remote CEFMS access permission. Also, the SP will be responsible for password management and CEFMS electronic signature card management. (Add to C.5.4.2.2 and C.5.4.2.7 and C.5.4.4.4)	C.5.4.
		Page 106, para C.5.4.3.3, Reaccreditation (add to end of sentence) - ..."in accordance with AR 25-2."	C.5.4.3.3.
	12/19/2004	Is Mandatory available on EOD?	C.5.4.1.6.
	12/14/2004	Page 102, para C.5.4.1.6, Information Security (INFOSEC) (current wording) - The SP shall prepare and conduct basic INFOSEC training for computer users before they are allowed access to any USACE network or AIS. The SP shall maintain current and accurate records of this training. The SP shall evaluate and report the effectiveness of INFOSEC training. (recommended wording) - The SP shall prepare and conduct basic INFOSEC training for computer users before they are allowed access to any USACE network or AIS, in addition to annual refresher training.	C.5.4.1.6.
	12/19/2004	C.5.4.1.2, Security Plan - Currently don't issue passwords -with UPASS, the end user does their own. Need to reword to reflect.	C.5.4.1.2.
		This paragraph requires SP personnel on duty to wear CAC identification badges. Some locations required employees to obtain and wear building access badges separate from the DOD CAC. These other cards may also be required for building access during and after duty hours. Recommend this paragraph be amended to include the requirement for SP personnel on duty to wear CAC or other building identification card.	C.1.6.6.
	12/19/2004	Some currently done by Security and Law Enforcement - specifically background checks. Will these now be done IM? Also need additional info on IT-I, IT-II and IT-III ADP levels.	C.5.4.2.3.
		Since they will be advising on water management IA, then add Utility management	C.5.4.1.13.
		Some currently done by Security and Law Enforcement - specifically background checks. Will these now be done IM? Also need additional info on IT-I, IT-II and IT-III ADP levels.	C.1.6.5.2.
			C.1.7.
		Add customers or local governments	C.5.4.1.19.
		Add create, update and maintain	C.5.4.3.5.
	12/14/2004	Add to C.5.4.1.17 The SP will be involved in all CFO audits by providing data and responding to CFO audit questions. SP will be in compliance and/or develop local processes to be in compliance with all applicable CFO information papers issued by USACE Resource Management.	C.1.21.

POC

IA

Cdate Ctext**Para**

- 12/14/2004 Addition: Page 9, para C.1.6, Personnel (add to end of current paragraph) - All SP personnel occupying an IT -I or IT-II position must be a U.S. citizen or be approved in writing by the DAA that accredited the system. The written approval must be on file before requesting the required investigation in accordance with The level of investigation should be clarified. For employees occupying a position defined as low (Non-Sensitive) or moderate-risk (Non-Critical-Sensitive) a favorable NACI is required. For employees occupying a position defined as high-risk (Critical Sensitive) a favorable Single Scope Background Investigation is required. SSBI often take considerable time. It is recommended that SSBI be performed subsequent to appointment. Otherwise, most prospective employees will not wait; they will obtain other employment. Employees can be hired under the condition that they obtain a favorable SSBI, otherwise they will be released. The employees can be restricted to Non-Critical-Sensitive work pending completion of a favorable SSBI. C.1.6. C.1.6.5.2.1.
- 12/19/2004 C.5.4.2.7 - We don't do this - user has to reset their own password. C.5.4.2.7.
- 12/14/2004 CHANGE: Draft PWS Page 11, Paragraph C.1.6.5.2.1. A1. Current wording: The SP shall provide a National Agency Check and Inquiry (NACI) security assurance Background Investigation (BI) for every SP employee occupying a position defined as low or moderate risk in accordance with AR 25-2. A2. Recommended wording: The SP shall provide a National Agency Check and Inquiry (NACI) security assurance Background Investigation (BI) for every SP employee occupying a position defined as low or moderate risk in accordance with AR 25-2, including SP supervision and management. C.1.6.5.2.1.
- What about UPASS??? C.5.4.2.2.
- 12/19/2004 Doesn't address frequency or level (i.e. full, incremental, etc). Suggest this be added C.5.4.10.
- 12/14/2004 Par. C.5.4.1.16 IA Threats and Vulnerabilities Evaluation. end of paragraph should read "the SP shall notify the DAA or his/her designated representative. C.5.4.1.16.
- Add to C.5.4.1.17 The SP will be involved in all CFO audits by providing data and responding to CFO audit questions. SP will be in compliance and/or develop local processes to be in compliance with all applicable CFO information papers issued by USACE Resource Management. C.1.6.5.3.
- 12/19/2004 C.5.4.3.1. - DITSCAP - big unknown - to bid, PWS will need to state which sites have completed DITSCAP C&A's, which have not and which will be running out in next 2-3 years or some sort of perf stds. C.5.4.3.1.
- 12/14/2004 Par.C.5.4.4.4 CEFMS Support. Should add: " the SP shall provide DSO functional support for all CEFMS card holders". C.5.4.4.4.

POC

IA

Cdate Ctext**Para**

12/14/2004	Who's labor is expended in issuing the security and CACs that implied with this paragraph?	C.1.17.
12/13/2004	C.5.4.7.6., Add a definition for forensic investigation.	C.5.4.7.6.
12/14/2004	Deletion Draft PWS page 107 para. C.5.4.5 A1. C.5.4.5. Current Wording COMMUNICATIONS SECURITY (COMSEC) SERVICES. The SP shall provide COMSEC services at each level of command. COMSEC services include, but are not limited to, inspection; accountability; training; transportation and protection of classified material; personnel qualifications; cryptography; recordkeeping; equipment keying; risk analysis and mitigation; and incident reporting. A2. 2.7 COMSEC CUSTODIAN AND ALTERNATE REQUIREMENTS. b. (U) Rank or Grade. The COMSEC Custodian will be a commissioned officer or warrant officer, whenever possible. If a commissioned or warrant officer is not available, a carefully selected noncommissioned officer or a permanent DA civilian (not a government contractor) meeting the following grade, rank, or equivalent pay criteria may be appointed: (1) (U) The enlisted and civilian minimum grade limitations are Staff Sergeant (pay grade E6/GS-7) for COMSEC Custodians, and a minimum of Sergeant (pay grade E5/GS- 5) for alternates. IAW AR 380-40, the MACOM commander is authorized to grant waivers to a Sergeant (pay grade E5/GS-5) as a custodian, or Corporal (pay grade E4/GS-4) as an alternate. A copy of the waiver will be kept on file with the CARP in the COMSEC account.	C.5.4.5.
	Page 13, para C.1.6.6, Identification Badges (add to end of current paragraph) - In addition, SP personnel will display any other federal building badge where required.	C.1.6.6.
12/13/2004	C.5.4.7.14, Define a network enclave.	C.5.4.7.14.
12/19/2004	Is "assist" enough? C.5.4.4.4 - CEFMS ESIG cards - currently contractors can't issue or hold CEFMS ESIG cards. How will the SP do it?	C.5.4.1.1. C.5.4.4.4.
	Physical security plans are typically done by Physical Security, since the plan for the IM shop is part of the overall District, Division or Site plan. Should state, done in coordination with the site's Physical Security office.	C.1.6.5.3.
12/14/2004	Par. C.5.4.2.3 IT LEVEL. In this district the function described in this paragraph falls under the Security Management (SM) Office. Positions in SM are not included in this study. Page 109, para C.5.4.10, System Backup - include frequency to back up	C.5.4.2.3. C.5.4.10.

POC

IA

Cdate Ctext**Para**

- 12/19/2004 The majority of the sections are very vague, not enough detailed information for work to be performed; i.e. IAVA's, COOP and Ditscap not having a timeline, the UserID and Password in the Information Assurance section is not up-to-date, a different procedure within UPASS is now in effect. C.5.4.
- PWS should include required frequency (daily) and level (full) of back-ups required. C.5.4.10.
- 12/16/2004 What about the scheduling and documenting of IA and SA (System Administrator) required security training? C.5.4.
- 12/13/2004 C.5.4.1.8, add a reference to Technical Exhibit 7 at the end of the last sentence. C.5.4.1.8.
- 12/19/2004 The Service Provider (SP) is required to handle classified information; however, hiring criteria does not specify how we will clear SP employees for handling classified material. In some cases, we may want to establish a "standard" by which we measure success. This could possibly be worked out later, however misunderstandings about the standard we expect could affect the measure of success. C.1.6.5.2.
- 12/14/2004 Add to C.5.4.1.17 The SP will be involved in all CFO audits by providing data and responding to CFO audit questions. SP will be in compliance and/or develop local processes to be in compliance with all applicable CFO information papers issued by USACE Resource Management. C.5.4.
- Page 106, para C.5.4.4.3, CAC Device Support (current wording) The SP shall deploy and maintain Defense Enrollment and Eligibility Reporting System (DEERS) Real-time Automated Personnel Identification System... Would this statement include issuing CACs or is this covered somewhere else? C.5.4.4.3.
- 12/13/2004 C.5.4.1.13, Add a definition for field force engineering and tele-engineering. C.5.4.1.13.
- 12/19/2004 C.5.4.2.3, IT LEVEL - Currently only do this for personnel in IM - if going to be responsible for the entire site, it will take significant effort. C.5.4.2.3.

POC**Cdate Ctext****Para**

IA

12/14/2004 CHANGE: Draft PWS Page 102, Paragraph C.5.4.1.19. C.5.4.1.19.

A1. Current wording: The SP shall coordinate IA issues with DA, DoD, and other government agencies regarding strategic plans and technical guidance. The SP shall tailor technical guidance to USACE objectives, strategies, and architecture. The SP shall coordinate with other agencies to include, but not limited to, CIO/G6, MACOMs, Communications Security Logistics Agency (CSLA), National Oceanic and Atmospheric Administration's (NOAA) National Weather Service River Forecast Centers, National Security Agency (NSA), Army Key Management System (AKMS), Federal Bureau of Investigation (FBI), National Infrastructure Protection Center (NIPC), Army Computer Emergency Response Team (ACERT), Computer Emergency Response Team (CERT), Army Network Command (NETCOM), Defense Research and Engineering Network (DREN), and U. S. Army Intelligence and Security Command (INSCOM). A2. Recommended wording: The SP shall coordinate IA issues with DA, DoD, and other government agencies regarding strategic plans and technical guidance. The SP shall tailor technical guidance to USACE objectives, strategies, and architecture. The SP shall coordinate with other agencies to include, but not limited to, CIO/G6, MACOMs, Communications Security Logistics Agency (CSLA), National Oceanic and Atmospheric Administration's (NOAA) National Weather Service River Forecast Centers, National Security Agency (NSA), Army Key Management System (AKMS), Federal Bureau of Investigation (FBI), National Infrastructure Protection Center (NIPC), Army Computer Emergency Response Team (ACERT), Computer Emergency Response Team (CERT), Army Network Command (NETCOM), Defense Research and Engineering Network (DREN), U. S. Army Intelligence and Security Command (INSCOM), and the Tennessee Valley Authority (TVA).

Page 105, para C.5.4.2.2 UserIDs and Passwords - States C.5.4.2.2. that "The SP shall issue UserIDs and passwords..."; however, passwords are no longer "issued" by IM but are only managed since users must make up their own password. Consider rewording paragraph.

NETCOM stands for Network Enterprise Technology command. C.5.4.1.9.

IM/IT

12/16/2005 Informational and Training material. Change first sentence to read: "The SP shall develop and distribute IMIT training materials." C.5.1.9.2.

POC
IM/IT

Cdate Ctext

Para

- 12/16/2005 Its pretty obviously that the document was written by multiple teams, someone needs to look at the document for consistency. Overall there needs to be an understanding of the regulatory constraints/responsibilities. The MEO will bid knowing these constraints, commercial company bids will be influenced by the fore-knowledge of these criteria. It would be easy I suppose to bid low and then indicate your bid was based on incomplete information....the PWS needs to level this field. No reference
- 1/27/2005 From the way the document is phrased, in a number of places it almost reads as if it has already been decided that the SP will be commercial vendors. No reference
- It should also discuss the analysis necessary and setting of standards in hardware and software. It should also cover the enforcement of those standards and analysis necessary to authorize deviations. It should also discuss how these policies will be enforced. C.5.1.
- C.5.1.3.2: Who actually gives approvals for procurement? Does the SP (if not gov't) perform the technical review and authorize the purchase? This may not be legal. C.5.1.3.2.
- 12/16/2005 Management Controls Support. Who identifies metrics to be collected and reported? C.5.1.10.
- 1/27/2005 C.5.1.6.5: Whom will the SP be "assisting"? Why not assign this directly to the SP? C.5.1.6.5.
- C.5.1.6.2- C.5.1.6.4.
- C.5.1.6.4: Does this mean that all Divisional CCBs are dissolved? What about Regional IMIT infrastructures? C.5.1.6.4.
- C.5.1.3.5: This would be a good place to cover working with users to design systems C.5.1.3.5.
- 12/16/2005 Contingency Plans. Add definition for emergency response and recovery operations (ERRO) to Section C.2, Definitions. C.5.1.8.1.
- 1/27/2005 C.5.1.6.2- C.5.1.6.2.
- C.5.1.6.4: Does this mean that all Divisional CCBs are dissolved? What about Regional IMIT infrastructures? C.5.1.6.2.
- C.5.1.6.3. C.5.1.6.3.
- C.5.1.11.3: In addition to what is listed here, should include requirement that SP will assist end users in the IT unique portions of the preparation and correction of the PR&Cs themselves. C.5.1.11.3.
- Recommend adding: Background information pertaining to this procurement, along with any specific goals and objectives. C.1.1.
- C.5.1.3.4: add "test" after "study" in the first sentence C.5.1.3.4.
- 12/16/2004 Question the ability of a contractor to perform FOIA or Privacy Act work. Potential conflicts of interest or needed enforcement criteria in the contract. C.1.3.5.
- No indication of where this work will be performed. C.1.24.

POC	Cdate	Ctext	Para
IM/IT	12/16/2004	CCCB - this does not match what is used in para C5.1.6.2 and elsewhere. There may be other issues like this, so a complete search of the PWS is needed to verify acronyms used. There is nothing about the requirement to use CEFMS for any budget related service.	No reference C.5.1.5.
	1/28/2005	C, page 9. C1.3.8 EXCLUSIONS. Add paragraph: C.1.3.8 EXCLUSIONS The USACE-wide programs, CWMS, ..., and their components are specifically excluded from this competition unless explicitly defined elsewhere in this document. In addition to hardware and software, the components include, but are not limited to government workforce and contractors directly involved with supporting the AIS. Reasoning: Enforce previous decision by the IT Outsourcing PM recognizing high risk AIS.	No reference
	12/16/2004	Except for the reference to danger pay in this paragraph, there is no explanation of what this means. Clarification regarding deployment for war or contingency requirements in hostile environments, as well as, the various other civil disaster response (flood teams, crest, fest etc) require explanation to understand the scope.	C.1.24.
	1/28/2005	C. p. 9. C1.3.9 EXCLUSIONS. Add paragraph: Add the sentence: "Architectural and engineering drafting and/or design services are outside the scope of this PWS." Reasoning: The use of CADD software, GIS software, or manual methods to produce, revise, or maintain architectural or engineering drawings, architectural or engineering designs, or architectural or engineering models, commonly known as "drafting", is an inherently engineering function, is outside the scope of this A76 competition, and defined as an engineering function in ER 1110-2-1150 31AUG99 Engineering and Design of Civil Works Projects. The use of CADD software, GIS software, or manual methods to produce, revise, or maintain architectural or engineering designs, or architectural or engineering models, commonly known as "design", is also an inherently engineering function, is also outside the scope of this A76 competition, and is also defined as an engineering function in ER 1110-2-1150. Contracting these services is governed by EP 715-1-7 and FAR Part 36.	No reference
		C. p. 9. C1.3.10 EXCLUSIONS.. Add paragraph: Add the sentence: "CADD Engineering Technical Support currently provided by the local functional proponents are outside the scope of this PWS.- Reasoning: Improve alignment of PWS language with existing non IMIT services provided by Engineering Construction Divisions at the local offices.	No reference

POC
IM/IT

Cdate Ctext

Para

- 1/28/2005 C. p. 9. C1.3.11 EXCLUSIONS. Add paragraph: Add the sentence: "GIS Engineering Technical Support currently provided by the local functional proponents are outside the scope of this PWS.- Reasoning: Improve alignment of PWS language with existing non IMIT services provided by Engineering Construction Divisions at the local offices. No reference
- C. p. 9. C1.3.12 EXCLUSIONS. Add paragraph: Add the sentence: "MCACES or P2 Cost engineering Technical Support currently provide by the local functional proponents are outside the scope of this PWS." Reasoning: Improve alignment of PWS language with existing non IMIT services provided by Engineering Construction Divisions at the local offices. No reference
- C. p. 9. C1.3.13 Management and Over-site. Add paragraph: Add the sentence: "All policies, procedures, management, quality control, quality assurance, and coordination for engineering software's are outside the scope of this PWS. These functions will reside in Engineering Division. The AIS include, but are not limited to CADD, GIS, MCASES, P2, Structural Design Software, etc" Reasoning: Improve alignment of PWS language with existing non IMIT services provided by Engineering Construction Divisions at the local offices. No reference
- 1/27/2005 Specific topics not fully addressed within the draft PWS, include: No reference
- Defining the demarcation of where SP activates will end and any differences that might exist across the global Corps environment.
- Par. C.5.1.12 End User Support and Services. Also identified in this support should be supporting our emergency management response efforts which includes deployment to disaster sites, operations of the Corps RRV and DTOS vehicles and systems. There is also a lot of support being provided for various types of electronics systems (I.e. alarms systems, security cameras(CCTV) and gates, PA systems, etc.....) C.5.1.12.
- 1/27/2005 Recommend adding: A description of the current USACE network architecture with further detail to be presented in a Technical Exhibit. C.1.1.
- 12/16/2005 Investigations and Testing requires the SP to perform all investigations and testing prior to submission of ECPs to the US ACE CCB. This requirement doesn't appear to acknowledge that the SP will incur costs in such testing and investigating. As a result, needed changes may be foregone by the SP as a cost cutting measure. They will be far more willing to undertake system improvements, etc, if a mechanism allows them to receive contractual consideration for work done over and above a certain threshold. For example, if they can receive COTR approval for exploring ECPs that are believed necessary and in excess of some ceiling such as \$2,000.00. C.5.1.6.2.2.

POC	Cdate	Ctext	Para
IM/IT		Par. C.5.1.11.1 Process Customer Service Orders. Concerned with SP (MEO is the exception) processing government PR&Cs, MIPRS, and BPAs.....who will have the signing authority on such documents.	C.5.1.11.1.
		Par. C.5.1.9.1 Training Courses. At the local installation (districts), the training should include providing on-site classroom instructions to all field operating activities associated with the district.	C.5.1.9.1.
		Par. C.5.1.5 Program and Budget. With the exception of the government MEO, the SP should not be involved in the developing, maintaining of IMIT budgets nor distributing costs to government customers. This would seem to be a conflict of interest between the SP and the government.	C.5.1.5.
		What will the scope of IMIT contingency operations be? Who is RESPONSIBLE for content/end result?	C.5.1.8.2.
12/14/2004		If SP holds only an ""assistance"" role, who bears ultimate responsibility?	C.5.1.6.5.
12/16/2005		Strategic Plans - are "for information only" samples of acceptable plans going to be available to the SP? If they are, suggest examples may be available as Personnel - Will the SP personnel come to the site pre-trained, or is training expected to be provided by govt?	C.5.1.2.1. C.1.6.
12/14/2004		This paragraph requires the SP to provide an onsite program manager(s) during normaly operating hours, yet does not specify which locations must be staffed by an onsite program manager. Recommend this paragraph be amended to require the SP to provide an onsite program manager at HQ USACE and at each District and Laboratory.	C.1.6.1.
		All data calls for the District, or only those for the IT activities? If just the IT activities, will the SP resources be available to assist the other offices in doing their data calls?	C.5.1.2.2.
		Believe the meetings should say internal and external. Also the ""assist"" seems vague. Shall the SP actually go into P2 and do scheduling and allocation of resources for the SP activities?	C.5.1.1.
12/16/2005		Functional Documents, third line, define the term "embedded IMIT compliance."	C.5.1.3.2.
		Service Agreements, suggest a distinction be drawn between MOAs and MOUs. Also, add both to Section C.2, Definitions.	C.5.1.3.3.

POC
IM/IT

Cdate Ctext

Para

Par. C.5.1.12 End User Support and Services. Also identified in this support should be supporting our emergency management response efforts which includes deployment to disaster sites, operations of the Corps RRV and DTOS vehicles and systems. There is also a lot of support being provided for various types of electronics systems (I.e. alarms systems, security cameras(CCTV) and gates, PA systems, etc.....) Response times for support at all levels needs to be addressed as well. Language identifying special requests for support from top management should also be included. As a example, the contract should be flexible enough to accommodate a District Commander being able to request whatever support he/she needs without contract modification. Additionally, response times to this level of management should be rapid.

C.5.1.12.

- 1/31/2005 Why isn't this section under Automation? C.5.1.14.
C.5.1.1 - Program Mgmt - will need metrics as to the C.5.1.1.
level of program and project mgmt, which meetings to attend, etc.
PWS should include periodic assessment, re-evaluation C.5.1.6.
and recommendations.
PWS should include 'evaluate feasibility of C.5.1.3.4.
implementing new technologies'
PWS should specify what the program management is C.5.1.1.
for.
The bulleted list should more closely match the names C.5.1.
of the subsections in C.5.1.1 - C.5.1.15 for
C.5.1.15.
1/31/2005 Need definition for collaboration technologies. Does C.5.1.13.
this mean Project Wise and Groove? Then, please state.
1/27/2005 Specific topics not fully addressed within the draft No reference
PWS, include:

· Resolving security issues (e.g. IAVA control).
Ensuring required changes are made to specification and
to schedule.
1/31/2005 Should this be a Collaboration Program to include C.5.1.13.
development, management, and enhancement? Why
isn't this section under Automation or Records
Management?
C.5.1.6.3, Implementation, and C.5.1.6.4, IMIT C.5.1.6.3.
ASSET ACCOUNTABILITY - both reference SW
inventories - seems redundant.
1/27/2005 A list of the applications included in your standard No reference
desktop image.
A list of all in-scope COTS, GOTS or Government No reference
proprietary software. Also indicate whether the level
of support required for each application is Level 1 only
(Help Desk following scripts), Level 2 or Level 3.
The number of the current desktop devices locked No reference
down in order to prevent unauthorized software and
applications installed by end users.

POC	Cdate	Ctext	Para
IM/IT	1/27/2005	Mainframe printers in scope.	No reference
		A summary of all in-scope printer/plotter assets.	No reference
		Including the % of laser printers or plotters which are LAN connected.	
		The current refresh rate for USACE desktops and laptops.?	No reference
		The percentage of USACE desktops are currently under OEM warranty and the response time provided by the level of OEM warranty you purchase.	No reference
		The percentage of desktop devices which are LAN connected.	No reference
	1/25/2005	A copy of the current IT Organization Chart.	No reference
		Sections C.3 and C.4, Information on GFP and Service Provider Furnished Property, Section C.6, applicable documents, and Technical Exhibits (TEs) (included as Section J) are not included in the draft PWS.	C.1.
		Add requirement to ensure adherence to COOP (i.e., maintaining up to date backups, software, etc. at alternate locations. Maintaining the plan is not the same as adhering to the plan.	C.5.1.8.2.
		Change "until" to "unless"	C.5.1.15.
		Regarding the Statement of Work: Suggest you change the wording to "be involved technically but not managerially in the development of SOWs."	C.5.1.11.2.
		4. CHANGE: Draft PWS Page 83, Paragraph C.5.1.2.2. A1. Current wording: The SP shall respond to data calls from USACE, Department of Army (DA), DoD, OMB, and other agencies. A2. Recommended wording: The SP shall respond to data calls from USACE, Department of Army (DA), DoD, OMB, TVA, and other agencies.	C.5.1.2.2.
		4. CHANGE: Draft PWS Page 87, Paragraph C.5.1.11.1. A1. Current wording: The SP shall process and monitor customer service orders received. Customer service orders include, but are not limited to, PR&Cs, military interdepartmental purchase requests (MIPRs), and blanket purchase agreements (BPAs). A2. Recommended wording: The SP shall process and monitor customer service orders received. Customer service orders include, but are not limited to, PR&Cs, military interdepartmental purchase requests (MIPRs), and blanket purchase agreements (BPAs) and property authorization documents (PADs).	C.5.1.11.1.
		This paragraph uses the term ""embedded IT"". Please provide a definition for embedded IT in paragraph C.2.1.	C.5.1.11.
		12/14/2004 This paragraph requires the SP to review scopes of work, acting as a de facto agent of the government. The contract should clearly state that the SP is not permitted to compete on contracts where the SP has provided scope of work review-related consulting	C.5.1.3.2.

POC
IM/IT

Cdate Ctext

Para

The level of investigation should be clarified. For employees occupying a position defined as low (Non-Sensitive) or moderate-risk (Non-Critical-Sensitive) a favorable NACI is required. For employees occupying a position defined as high-risk (Critical Sensitive) a favorable Single Scope Background Investigation is required. SSBI often take considerable time. It is recommended that SSBI be performed subsequent to appointment. Otherwise, most prospective employees will not wait; they will obtain other employment. Employees can be hired under the condition that they obtain a favorable SSBI, otherwise they will be released. The employees can be restricted to Non-Critical-Sensitive work pending completion of a favorable SSBI.

C.1.6.5.2.1.

C.5.1.2.1 - These should be IT plans - The SP shall provide assistance in the development and maintenance of IT Strategic plans and the IT portions of the USACE 2012 and the PMA.

C.5.1.2.1.

Page 89, para C.5.1.4.2, Global Directory Services (current wording) - The SP shall support USACE government personnel in their interface with Army and Department of Defense global directory services. F.2. (recommended wording) - The SP shall support USACE government and contractor personnel...;

C.5.1.4.2.

C.5.1.3.2 - Functional Documents - In reference to embedded IT - With the change in the IT statutes, most sites Don't review larger contracts for embedded IT. And if this will be in the PWS, will need definition of embedded IT.

C.5.1.3.2.

C.5.1.12 - ""provide help desk support to USACE end-users and AIS's for IMIT services"". Need definition of what AIS's will be supported. Currently IM does not provide HelpDesk support for Corps AIS's (CEFMS, P2, etc.). Need more of definition and metrics.

C.5.1.12.

Section C.5.1.12 thru C.5.1.15 pertain to Automation versus the planning and mgmt issues discussed in the previous part of section C.5.1. Should be moved to the Automation section.

C.5.1.12.

C.5.1.13.

C.5.1.14.

C.5.1.15.

C.5.1.7.2 - Development and maint of LCMIS case files. Need metrics on what case files will need LCMIS documentation.

C.5.1.7.2.

C.5.1.7 - Life Cycle Mgmt Support - references two separate things - maintenance of and AIS inventory and LCMIS documentation. Not clear what system or systems that the LCMIS documentation refers to.

C.5.1.7.

POC	Cdate	Ctext	Para
IM/IT	1/27/2005	All IMIT service locations, service volumes for each location (e.g., number of desktops, servers, telephones, PBXs), and current IMIT staffing by Section C.5 tasks (Government and contractor) for each location. All of the USACE locations with in-scope desktops/laptops and workstations and provide the number of desktops, laptops and workstations at each location.	No reference
		Page 88, para C.5.1.8.3 IMIT COOP Test. At the end of the sentence, add "annually."	C.5.1.8.3.
	1/27/2005	The public announcement, and paragraph C.1 of the draft Performance Work Statement identify several USACE elements that are excluded from the competition (see figure 3. Please describe the roles and responsibilities of the Service Provider (SP) for excluded organizations. Will the SP be required to be responsive to the excluded items? If so, how? Describing the excluded organizations' use of SP-provided/operated IM/IT resources and systems (to include the roles and responsibilities of the SP in support of USERS within the excluded organizations.) Noted.	C.1.
		The number of classified desktops by location, and the level of classification.	No reference
		Clarify the functions performed by the eight excluded Automation Information System support contracts and the relationships envisioned between the SP and these support contracts? The draft PWS does not specify the exclusion of any Corps AIS. Are the functions performed by these support contracts?	TE's
		The Industry Day presentation by Mr. DePue indicated that there were a large number of Automated Information Systems included in the PWS (61 were shown on the slide), (see page 27, section C.5.2.1.2.) The PWS defines the acronyms but it does not specifically identify the SP responsibilities for these AIS's, nor does it provide any information on the architecture of the systems. Provide additional information describing these systems (hardware platform, development environment, database descriptions, user population, etc), and SP responsibilities (develop new software, maintain legacy software and hardware, operate AIS-specific helpdesk, etc) for each of these systems.	TE's
		Specific topics not fully addressed within the draft PWS, include:	No reference
		· Internal and external (Army, GAO, etc.) quality assurance audits and the impact to the SP	
		Specific topics not fully addressed within the draft PWS, include:	No reference
		· Staffing to meet non-SP requirements.	

POC	Cdate	Ctext	Para
IM/IT	1/27/2005	Specific topics not fully addressed within the draft PWS, include:	No reference
		· Staffing of emergency response requirements (e.g. GRD).	
		Specific topics not fully addressed within the draft PWS, include:	No reference
		· Domain administration and control. Non-SP activities present a significant threat to the SP in this area.	
		Specific topics not fully addressed within the draft PWS, include:	No reference
		· SP IT service hours and amount of staffing required for specific times and event.	
		PWS paragraphs C.5.2.1.4, C.5.2.1.5 and C.5.2.5 indicate that the SP will support the CAD and GIS functions within USACE. These are two of the major technical computing functions in the Corps. A third technical computing function, Water Control is conspicuous in its absence in the PWS. It is our understanding that the support contract for the Corps Water Management System (CWMS) is excluded from the competition. Is it the Corp's intention to exclude all water Control related automation services and support from competition?	C.5.2.1.5.
addressed within the draft		No reference PWS, include:	Specific topics not fully
		Enabling lockdown of all Corps PCs to prevent unauthorized modification of systems.	
		PWS paragraphs C.5.2.1.4, C.5.2.1.5 and C.5.2.5 indicate that the SP will support the CAD and GIS functions within USACE. These are two of the major technical computing functions in the Corps. A third technical computing function, Water Control is conspicuous in its absence in the PWS. It is our understanding that the support contract for the Corps Water Management System (CWMS) is excluded from the competition. Is it the Corp's intention to exclude all water Control related automation services and support from competition?	C.5.2.5.
		Recommend adding: Service Levels and General Requirements for Email as a Technical Exhibit.	C.5.2.
		Recommend adding: Electronic Mail Recommend adding: Electronic mail server and support infrastructure will be robust to ensure the required service levels, and will be engineered and configured to accommodate future expansion, if required.	C.5.2.

POC
IM/IT

Cdate Ctext

Para

1/27/2005 Recommend adding: Desktop Management Recommend C.5.1.12.
adding the following: SP shall develop enterprise solutions to support desktop management activities across the USACE. Desktop management includes, but may not necessarily be limited to, desktop end-device procurement, baseline configuration deployment and management, desktop software licensing and client access licenses, remote configuration and troubleshooting capabilities, inventory capture and management, and technology insertion/life cycle sustainment actions. Customers provide us with requirements such as: a. Develop, employ and maintain a standard Enterprise Systems Management (ESM) toolset for all desktop management that captures and reports desktop inventory, configuration, and software installation, enables remote troubleshooting and configuration, facilitates electronic software maintenance and updates, enforces baseline configurations, and allows for customized administrative privileges by functional community or authorized role. b. Ensure all documentation pursuant to DITSCAP accreditation is available upon request. c. Assist in Service Level Agreement (SLA) development and refinement. d. Measure operations and activities, and provide metrics suitable for use in SLA-managed operations.

Recommend expanding this section to include C.5.1.12.
discussion of Call Center support and Call Center requirements. For example: The SP shall provide the location, staffing and infrastructure required to provide Call Center support to all USACE users. Customers typically provide us with requirements such as:

1. Develop, provision and maintain an automated Call Center service, available to all users on a 24x7 basis. Access to the Call Center will be made available via phone (toll free), Internet, and Intranet means.
2. Develop and maintain a Call Center ticket capture, tracking, escalation routing, and reporting database
3. Tier 1 Help Desk personnel will be made available via telephone (toll free) and electronic mail
4. Develop and employ trouble escalation procedures.
5. Ensure all documentation pursuant to DITSCAP accreditation is available upon request
6. Assist in Service Level Agreement (SLA) development and refinement.
7. Measure operations and activities, and provide metrics suitable for use in SLA-managed operations.

Recommend adding: Help Desk Service Levels as C.5.1.12.
Technical Exhibit to include requirements for availability, response time, etc.

POC	Cdate	Ctext	Para
IM/IT	1/27/2005	<p>Recommend adding: Help Desk Requirements. For example:</p> <ol style="list-style-type: none"> 1. Identify problems in a proactive manner 2. Support multiple levels of end user issues ranging from quick response technical questions to detailed application questions. 3. Open, track and close all problems. 4. Provide progress visibility and escalation notification based on metrics agreed to with vendors, end-users, and internal IT functional areas. 5. Support the implementation of security policy associated with user ID and threat reporting 6. Handle change management for network, application, servers, and desktops 7. Track incoming calls to assess the responsiveness to the end-users first level access to the Help Desk. 8. Access information assistance tools (software and documentation) to aid in supporting the end user. 9. Allow multiple paths for user access to the Help Desk to allow the user independent "self-help". <p>Comment: Reference is made to Section C.6 and there is no C.6 in the draft PWS.</p> <p>Recommend adding: Any guidelines that you deem important for migrating to the stated objective(s). For example, instituting common service levels across USACE, decreasing IT Total Cost of Ownership (TCO), etc.</p>	C.5.1.12.
	1/28/2005	<p>General Comment</p> <p>One of our file clerks in Real Estate Division has been included in the competitive group by virtue of his job series. His function is maintaining Real Estate's official files. I don't see this type of function captured in the document. Is this a service that would be provided by the SP?</p>	No reference
	1/25/2005	Page 16. Para. C.1.17.4 & C.1.21-Guidance set forth and Section C.6 are not included.	C.1.17.
	1/27/2005	<p>Recommend adding: A statement about the USACE's objective(s) for this initiative. For example, objectives could include transformation of the organization, enterprise consolidation, etc.</p> <p>Will USACE consider earlier release of preliminary quantities, performance standards, and technical exhibits? This would aid contractors to better understand the technical requirements RFP in planning for the solicitation. Following is a list of detailed information we believe important to release as early as possible in order to understand the complete requirements of the solicitation.</p>	C.1.3.
	1/25/2005	The PWS needs to identify the Government approving official for CEFMS/budget actions and management oversight of the Service Provider.	No reference

POC
IM/IT

Cdate Ctext

Para

1/25/2005	Since there are a number of documents (reference comments #1 & #2 above) mentioned on the draft PWS which were not included for the current review of the PWS, request these documents be made available for review prior to issuing the solicitation documents.	No reference
	Where is the list of AISs, which are to be included and those not to be included in the PWS listed?	No reference
	Page. 93. Para. C.5.3-What are the unique IMIT mission requirements identified in the Technical Exhibits? Where are they?	C.5.3.
	Page 18. Para. C.1.25.6 & C.1.25.7-Section M is not included in draft PWS.	C.1.25.7.
		C.1.25.6.
1/27/2005	PWS paragraphs C.5.2.1.4, C.5.2.1.5 and C.5.2.5 indicate that the SP will support the CAD and GIS functions within USACE. These are two of the major technical computing functions in the Corps. A third technical computing function, Water Control is conspicuous in its absence in the PWS. It is our understanding that the support contract for the Corps Water Management System (CWMS) is excluded from the competition. Is it the Corp's intention to exclude all water Control related automation services and support from competition?	C.5.2.1.4.
1/25/2005	Page 16. Para. C.1.17.4 & C.1.21-Guidance set forth and Section C.6 are not included.	C.1.21.
1/27/2005	The number of dumb terminals and Mac Desktops/Laptops that are in scope.	No reference
1/25/2005	Page 16. Para. C.1.20-Last sentence to this paragraph, "Additional contingency effort by the SP,"is not included in the fixed-price portion of this contract but will be part of the cost-plus portion.- Are the fixed-price and cost-plus portions of the contract readily identified elsewhere in the solicitation documents??	C.1.20.
	Page 15. Para. C.1.16 & C.1.17.3-documents referenced and Section C.6 are not included.	C.1.17.
		C.1.16.
	Page 13. Para. C.1.8-PRS Technical Exhibit is not included.	C.1.8.
	Page 13. Para. C.1.7-Perfromance Requirement Summary (PRS) is not included.	C.1.7.
	Page 13. Para. C.1.6.8-Technical Exhibits are not included.	C.1.6.8.
	Page 8. Para. C.1.3.4, Army Regulation 25-2, Table 4-2 does not allow contractors to perform some of the work and services included on this paragraph. This comment also applies to section/paragraph C.5.4 that begins on page 102 and continues on to page 110.	C.1.3.4.
	Page 2. Para. C.1-Sections C.3 and C.4, Information on GFP and Service Provider Furnished Property, Section C.6, applicable documents, and Technical Exhibits (TEs) (included as Section J) are not included in draft PWS.	C.1.

POC

IM/IT

Cdate Ctext**Para**

1/25/2005	Page 18. Para. C.1.25-Paragraphs C.1.26.1-C.1.26.7 referenced are not included, probably meant paragraphs C.1.25.1-C.1.25.7. Check and verify.	C.1.25.
1/27/2005	What office space will be provided by the Government during the performance of the contract?	C.1.25.8.
	Who is responsible for providing spare laptops, desktops, workstations, printer or servers to meet SLA response requirements - the USACE or SP?	No reference
	Current Help Desk duties other than typical IT support Help Desk hours of coverage.	No reference
	Does the current Help Desk work with any 3rd party vendors? If so, who are they and how does the Help Desk dispatch problem tickets to them?	No reference
	Does USACE expect the SP to provide the 800 number for incoming help desk calls?	No reference
	Is it correct to assume that the long-haul transmission services between the procurement's in-scope IMIT services and the out-of-scope IMIT services are also outside the scope of the procurement?	C.1.
	If those transmission services are outside the present procurement, are those long-haul transmission services within USACE control, or are they part of other externally managed networks (e.g., NIPRNET or SIPRNET)?	C.1.
	Can you Please describe the scope of any services required outside of CONUS and the Honolulu/Alaska Districts.	C.1.
	Tools (applications) currently being used by the Help Desk for the following and which of these tools being offered by USACE as GFE? Please include release level:	No reference
	Problem Management (trouble ticketing)	
	Knowledgebase Tool	
	End-user password reset (users able to do this themselves)	
	End-user self-help	
	Does this include foreign locations in addition to Hawaii and Alaska?	C.1.3.
	Terms and conditions of your current DR plan.	No reference
	Please define "floating plant and alternative work sites". Is it the intent of the Government to have on site support at those locations?	C.5.1.12.2.
	Are the secure off-site locations to be provided by the SP or will backups be stored in Government facilities?	C.5.4.10.
	Do the monitoring and management functions described have to be accomplished from a Government	C.5.4.7.
		C.5.4.7.11.
	Are the demarcation or connection points to other networks (e.g., NIPRNET, SIPRNET, Internet, JWICS, and DREN) pre-established or are they open to SP selection?	C.5.4.11.

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Cdate Ctext

Para

1/27/2005	Since the USACE network is depicted as a "named" network within LandWarNet, is it the Government's intentions of having the USACE network transition from commercial circuits to the GIG fiber network, and if so, when?	No reference
	I suggest adding Information Resource Management (IRM) to the list of strategic plans.	C.5.1.2.
	Are there any unusual desktop support requirements for USACE laboratories?	C.1.1.2.4.
1/28/2005	Location of the workers under the contract? Is there anything to prevent the bulk of the services from being provided remotely from, say, India or even a remote rural single location in the USA? Specified staffing levels at locations based on numbers of Corps employees to be served? Levels of service to be provided? Although this PWS is a fine piece of writing, it may not be the best of documents upon which to base a solicitation. The scope of services to be provided, the level of services to be provided, the amount of service - all seem to be generally absent from this document.	No reference
1/27/2005	The number of personnel providing in-scope services for each of the following Domains: Desktop/Laptop, Servers (Wintel, Unix, etc. Help Desk	No reference
	The number of Mainframe or AS-400 devices in scope.	No reference
	The number of Unix and Wintel servers at each USACE location with servers. How many of the servers are located in a raised floor data center facility? Which in-scope servers are located outside of the data	No reference
	The number of classified servers by location, and the level of classification.	No reference
	A softcopy of all in-scope Wintel server assets showing the following for each Wintel Server: server name, manufacturer, model, OS, CPU Count, hard disc space, purchase date, warranty expiration date, location, level of Disaster Recovery or Contingency Services required, whether server is purchased or leased, whether the server is part of a cluster, and the role of each server, for example; file/print server, application server, database server, mail server, web/internet server, or gateway/router server.	No reference
	Softcopy of all in-scope Unix servers or Unix workstation assets showing the following for each Unix Server: server name, manufacturer, Model, OS, CPU Count, hard disc space, purchase date, warranty expiration date, location, level of Disaster Recovery or Contingency services required, whether server is purchased or leased, whether the server is part of a cluster, and the role of each server, for example; file/print server, application server, database server, mail server, web/internet server, or gateway/router server.	No reference

POC	Cdate	Ctext	Para
IM/IT	1/27/2005	The current refresh rate for USACE Servers. Is USACE asking the SP to provide the Help Desk facility? Tools (applications) are currently being used for the following and any tools being offered by ACOE as GFE:	No reference No reference No reference
		Change Management Configuration Management Asset Management Asset auto discovery Anti-virus Knowledge Base (Help Desk and other technicians) Backup and Recovery Remote Control (servers and desktop) Remote software delivery Server Monitoring (Wintel and Unix)	
	1/28/2005	I assume that the PWS Team has included a complete list of the agency requirements performed by IMIT.	No reference
	1/27/2005	Any current projects planned or in progress to centralize or consolidate Wintel or Unix servers.	No reference
	1/28/2005	I attempted to review the IM/IT PWS Statement by using a PWS Checklist developed by the Defense Logistics Agency. However, as key parts of the PWS have not been provided (i.e. Section C.3, Government Furnished Property; Section C.4, Service Provider furnished goods; Section C.6, Applicable Publications and Forms; and Technical Exhibits such as: Performance Requirements Summary, Historical Workload and Workload Estimate for period of performance, Maps and work area layouts, Government furnished Property - facilities equipment, materials and services, Service Provider furnished goods, and Performance Measures and Standard), I cannot do a full review of the document. Without these parts, the document as provided is no more than a general description of the agency requirements. There is no way to determine whether the PWS is specific enough to formulate a bid or agency tender. Additionally, there is no means of quantifying whether the SP has performed the contract requirements or whether the agency's QASP sufficiently oversees the performance.	TE's
	1/27/2005	USACE backup requirements- full, incremental, critical backups and recovery periods. Requirements for the SP to provide off-site media vaulting. In-scope SAN systems and list the total terabytes (TB) of storage to be supported. Describe your current groupware environment, including the number of users and types of software tools. Provide details on your current email system, including the types of email systems and number of users. Requirements for disaster recovery and service levels associated with the DR plan.	No reference No reference No reference No reference No reference

POC

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1/27/2005	The percentage of USACE servers are currently under OEM warranty? What response time is provided by the level of OEM warranty you purchase.	No reference
1/25/2005	Need definition for collaboration technologies. Does this mean ProjectWise and Groove? Then, please state.	C.5.1.13.
12/16/2004	C.5.1.6.2- C.5.1.6.4: Does this mean that all Divisional CCBs are dissolved? What about Regional IMIT infrastructures?	C.5.1.6.4.
	C.5.1.3.5: This would be a good place to cover working with users to design systems	C.5.1.3.5.
1/15/2005	We need to define where to draw the line on what is system administration and what is software administration. Collaboration software doesn't run out-of-the-box. There is an administrative functional component on configuring the systems that probably should not be the SP's duties.	C.5.1.13.
	Who makes the plan? 5.1.5 seems to conflict with 5.1.5.1.	C.5.1.5.
	Hydroelectric Design is not part of NWD, but rather part of Portland District. This mistake exists in all documents.	No reference
	Also, there is no mention of contracts in support of NWD HQ staff and their mission - particularly water control.	
11/29/2004	In order for the SP to get a CAC card, the contractor must first have an Army Knowledge Online e-mail address	C.1.6.2.
1/15/2005	Add work at home program support (telework).	No reference
11/29/2004	In order for the SP to get a CAC card, the contractor must first have an Army Knowledge Online e-mail address	C.1.6.2.
1/15/2005	Identify how much training is to be performed for each person per year, and on which applications.	C.5.1.9.
	Bullet items do not completely match paragraph headers under paras. 5.1.1 - C.5.1.15 (e.g., "strategic planning management" [1st bullet] versus "Program Management" [para. C.5.1.1]).	C.5.1.
1/25/2005	Why isn't this section under Automation?	C.5.1.14.
	Is this under direction of the CCB or who? Who creates and maintains the local information, Corps or SP? If Corps is responsible for creation, what is mechanism for providing information to SP?	C.5.1.14.1.
	Define Systems Management--is this all systems??? CCB need to develop standards for SM.	C.5.1.15.
1/15/2005	Identify what software applications are to be covered by this mandatory training requirement	C.5.1.9.
	Not everyone uses every software package. Who will make the determination on who gets what software upon request? For instance, as it exists now, someone who wants CADD software comes to the CADD functional manager who makes the determination.	C.5.1.6.5.

POC	Cdate	Ctext	Para
IM/IT	1/15/2005	Revise sentence to read: "The SP shall assist in the development of the CeA; business, technical ..."	C.5.1.6.1.
	12/15/2005	No timeframe given to respond to enduser help desk calls. Is there an applicable industry standard the SP should have to meet?	C.5.1.12.
	1/15/2005	Assuming that this is actual software training, define that the software shall be done by certified trainers, and that the course shall be a certified course as developed by the software vendor.	C.5.1.9.
	12/13/2004	QUESTION: Are the following services in scope? ""X Order fulfillment (Procurement) of desktops/laptops and servers ""X Install, Move, Add, Change or surplus services for Desktops and servers ""X Change Management ""X Level 2/3 Software Support? ""X Data center facility management ""X Production Job Scheduling	C.1.
	1/27/2005	The number and location of email messaging servers.	No reference
	1/28/2005	The terms "assist" and "support", as used frequently in the PWS, are defined in Section C.5. This definition should be clarified to provide that . . .the SP will perform be solely responsible for the performance of all IMIT duties, responsibilities, and services, except those determined to be inherently governmental.	No reference
		There is no provision that I could find that requires the SP, if not the MEO, to provide Liability Insurance coverage for its employees.	No reference
		There is no provision that I could find that requires the SP, if not the MEO, to provide Workers Compensation Insurance coverage for its employees.	No reference
		Section C.1.23. NORMAL OPERATING HOURS should include a reference to federal holidays that are observed.	C.1.23.
		Section C.1.14. SAFETY should be amended to add the following: In the event that a regulatory agency, court or other adjudicatory body assesses a monetary fine or judgment against the Government . . . the SP shall be held culpable and liable for payment of that fine or judgment . . .	C.1.14.
		Section C.1.8.1. PERFORMANCE EVALUATION MEETINGS should be amended to add the following: The SP shall meet with the Contracting Officer or COTR at least once weekly . . .	C.1.8.1.
	12/16/2004	C.5.1.6.2- C.5.1.6.4: Does this mean that all Divisional CCBs are dissolved? What about Regional IMIT infrastructures?	C.5.1.6.3.
	1/28/2005	Page No. C.1.6. State your concern and what you think should be done about it: Need to add and stress all SP personnel must be able to "Speak English Clearly". Ability to communicate in English both orally and in writing is critical to success.	C.1.6 Personnel (p.9)

POC	Cdate	Ctext	Para
IM/IT	12/16/2004	C.5.1.6.2- C.5.1.6.4: Does this mean that all Divisional CCBs are dissolved? What about Regional IMIT infrastructures?	C.5.1.6.2.
	12/13/2004	QUESTION: If those transmission services are outside the present procurement, are those long-haul transmission services within USACE control, or are they part of other externally managed networks (e.g., NIPRNET or SIPRNET)?	C.1.
C.5.1.5.2 (p.84)	1/28/2005	Page No. C.5.1.5.1.	C.5.1.5.1 IMIT Budget and
		State your concern and what you think should be done about it: Are the sections contradictory? One states SP shall prepare and maintain and one says SP shall assist. Do we really want the SP to put the IT budget together or	
		Page No. C.1.6.	C.1.6 Personnel (p.8)
		State your concern and what you think should be done about it: "Knowledge, skills, and abilities to satisfactorily perform the service provided" - does this need to reference the service levels/metrics in the PWS? Isn't satisfactory performance based on the service levels/metrics? Should section C.5.10.2 on p.86 refer to a more detailed section defining/detailing all of the IMIT metrics for the PWS?	
		State your concern and what you think should be done about it: Does the scope (or some other appropriate place in the document) need to state that the SP can't selectively bid on parts of the PWS but must bid on the whole?	No reference
		Section C.1.6. Personnel - The personnel should not only be required to be fluent in reading and writing English but also Speaking it.	C.1.6.
	1/15/2005	Para. headings for seven (7) WBS items should match those listed in Section C.1 (but see C.1.3).	C.5.1.
		Paras. C.5.1 lists 10 bullet items (realizing that it is not an all inclusive list), but paras. C.5.1.1 - C.5.1.15 includes additional items.	C.5.1.
	1/28/2005	In C.1.3, line five, delete "citizens of the United States" and substitute "the Nation." The Army provides services to the entire country, not just citizens. Traditionally, the preferred usage has always been that services are provided to "the Nation." The "Nation" includes organizations, states, cities, companies and even immigrants who have not yet been	C.1.3.
		Section C.1.6.4. CONDUCT OF PERSONNEL should be amended to add the following: Based upon guidance provided by DoD 5500.7R Joint Ethics Regulation and 5 CFR Part 2635, Standards of Ethical Conduct for Employees in the Executive Branch . . .	C.1.6.4.

POC	Cdate	Ctext	Para
IM/IT	12/16/2004	Except for a fleeting reference to danger pay costs, there is no indication that the SP may be required to perform work under hostile/combatant conditions. Deployment scenarios should be thoroughly understood by potential bidders.	C.1.24.
Management ,	1/28/2005	Page No. C.5.1.6.2.3. C.5.1.6.2.1 engineering change proposals, C.5.1.6.2.2 Investigations and testing, C.5.1.6.2.3 Implementations (p.87) State your concern and what you think should be done about it: This should also get expanded to include local and regional configuration management and steering committees, boards, other than just CEEIS..	C.5.1.6.2 Configuration
Management (p.87)		Page No. C.5.1.6.2. State your concern and what you think should be done about it: IMIT Asset Accountability the SP must account for property, and comply with property control hand receipt regulations for any property which the SP comes into possession, regardless if it is permanent or temporary. I.e. Property control hand receipts must be completed for removal of an IT asset from an office, to/from the repair depot.	C.5.1.6.2 Configuration
(p.89)		Page No. C.5.1.12.1. State your concern and what you think should be done about it: This should also include sending and receiving customer satisfaction surveys, etc.	C.5.1.12.1 Service Request
		Concern: Table of Contents State your concern and what you think should be done about it: Provide a table of contents for review. Providing a table of contents helps the reviewer identify sections of the PWS that have been identified (not overlooked), but were omitted from this draft.	No reference
		Concern: Technical Exhibits, TE 1-6 and others? State your concern and what you think should be done about it: Provide for review Technical Exhibits 1-6 and others required by this PWS. Technical Exhibits are referenced in the PWS in aggregate and also individually. In this draft PWS, the intended content and number of TEs is unknown, as is their impact on the PWS.	TE's
		In reviewing the IM/IT PWS we found it to be vague to the point that it would be impossible for a contractor to submit an accurate price. Will we be able to come up with a Government estimate based on it? Also, the PWS should be written in such a way that the contractor can do the work independently with very little guidance from the Corps representatives. We should only have to do quality assurance, not day-to-day operation guidance. Hopefully the team who wrote the PWS will get some good comments to allow them to improve the scope significantly.	No reference

POC	Cdate	Ctext	Para
IM/IT	1/28/2005	<p>C.1. Introduction, page 18, C.1.25, Transition</p> <p>State your concern and what you think should be done about it: Correct non-existent paragraph numbers in the last sentence. i.e. In the last sentence of the paragraph, change paragraph numbers "C.1.26.1-C.1.26.7 to C.1.25.1 - C.1.25.7." Paragraphs numbered C.1.26.1 - C.1.26.7 do not exist.</p> <p>Concern: C.1 Introduction, page 7, C.1.1.3 USACE Mission (new paragraph)</p> <p>State your concern and what you think should be done about it: Consolidate all description of the USACE mission in this new section, and focus on aspects of the USACE mission that are relevant to the IM/IT mission area.</p> <p>Concern: C.1 Introduction, page 7. C.1.3 Scope of Work</p> <p>State your concern and what you think should be done about it: Delete the entire second sentence, and describe the USACE mission in a new paragraph entitled "USACE MISSION" that is inserted in section C.1 INTRODUCTION. This paragraph should focus on the scope of the IM/IT work and not be distracted by description of the Corps mission.</p> <p>Concern: C.1 Introduction, p. 17. C.1.24 Emergency Operations, first paragraph</p> <p>State your concern and what you think should be done about it: Refine specification for "participation in USACE emergency response operations." Revise the first sentence of the first paragraph to read: "The SP shall provide IMIT support that meets the needs of the USACE Emergency operations mission." As written, the scope of the SP participation in USACE emergency operations is the entire emergency operations mission. This may invite interest from contractors whose primary capability meets the emergency response mission, but NOT the IMIT mission.</p>	<p>C.1.25.</p> <p>No reference</p> <p>C.1.3.</p> <p>C.1.</p> <p>C.1.24.</p> <p>C.1.24.</p>
	1/27/2005	<p>Does the USACE intend for the SP to own the legacy desktops/laptops, printers or servers? Does the USACE intend for the SP to own any refreshed desktops/laptops, printers or servers?</p>	No reference

POC

IM/IT
Management ,

Cdate Ctext

1/28/2005 Page No.
C.5.1.6.2.2.

C.5.1.6.2.1 engineering change proposals, C.5.1.6.2.2
Investigations and testing, C.5.1.6.2.3
Implementations (p.87)
State your concern and what you think should be done
about it:
This should also get expanded to include local and
regional configuration management and steering
committees, boards, other than just CEEIS..

Para

C.5.1.6.2 Configuration

12/16/2004 None of these figures are referenced in the text.

No reference

1/28/2005 C.1. Introduction, page 18, C.1.25, Transition
State your concern and what you think should be done
about it: Correct non-existent paragraph numbers in
the last sentence. i.e. In the last sentence of the
paragraph, change paragraph numbers "C.1.26.1-
C.1.26.7 to C.1.25.1 - C.1.25.7." Paragraphs
numbered C.1.26.1 - C.1.26.7 do not exist.

C.1.

C.1. Introduction, p. 17, C.1.25 Transition
State your concern and what you think should be done
about it: Revise the first sentence to make the
government responsible for performance at the
beginning of the transition period. If the PWS clearly
states that the government is responsible for
performing the PWS requirements during the
transition, then there is no transition.

C.1.25.

C.1. Introduction, page 18, C.1.25, Transition
State your concern and what you think should be done
about it: Correct non-existent paragraph numbers in
the last sentence. i.e. In the last sentence of the
paragraph, change paragraph numbers "C.1.26.1-
C.1.26.7 to C.1.25.1 - C.1.25.7." Paragraphs
numbered C.1.26.1 - C.1.26.7 do not exist.

C.1.

Concern: C.1. Introduction, p. 17-19, C.1.25
Transition
State your concern and what you think should be done
about it: Add a milestone for required completion of
the transition period. Example: "The SP shall assume
full responsibility for performance of the PWS
requirements NLT XXX days after Notice to Proceed."
The duration of the transition period must be finite
and must be limited to a duration that serves the best
interest of the Government.

C.1.25.

Concern: C.1.6.4 CONDUCT OF PERSONNEL, P. 10 C.1.6.4.

State your concern and what you think should be done
about it: SP personnel whether MEO or contractor
should be held to the same high EEO standards and be
required to take annual training (sexual harassment and
Concern: C.1 Introduction, p.16-19, C.1.25,
Transition
State your concern and what you think should be done
about it: Rewrite this paragraph and all subordinate
paragraphs in contractually sound language. Example:
"The SP shall" - Specifications must clearly identify

C.1.25.

POC	Cdate	Ctext	Para
IM/IT	1/27/2005	For all servers, identify the primary role of each server, for example; application server, database server, email server, or infrastructure server.	No reference
	12/16/2004	NWS has no official "appearance policy." So how can the contractor comply with something that doesn't	C.1.6.7.
	1/28/2005	Concern: C.5.IMIT, p. 84, C.5. IMIT State your concern and what you think should be done about it: In the first sentence, replace the work "will" with the word "shall."	C.5.
	12/16/2004	There appears to be nothing about use of gov't vehicles or insurance to cover such usage.	C.1.15.
	1/28/2005	Concern: C.1.6., PERSONNEL, p. 9 State your concern and what you think should be done about it. In addition to the fluency in English for reading and writing, PS personnel should be required to speak English fluently, especially those supporting help desk functions.	C.1.6.
		Concern: C.1 Introduction, p.16-19, C.1.25, Transition State your concern and what you think should be done about it: Rewrite this paragraph and all subordinate paragraphs in contractually sound language. Example: "The SP shall" - Specifications must clearly identify	C.1.
		Concern: Technical Exhibits, TE??? Performance Requirement Summary (PRS). State your concern and what you think should be done about it: Provide the PRS for review. The PRS was omitted from this draft.	TE's
		Concern: C.1. Introduction, p. 17-19, C.1.25 Transition State your concern and what you think should be done about it: Add a milestone for required completion of the transition period. Example: "The SP shall assume full responsibility for performance of the PWS requirements NLT XXX days after Notice to Proceed." The duration of the transition period must be finite and must be limited to a duration that serves the best interest of the Government.	C.1.
		C.1.19 It is noted that this paragraph does not state whether the Government shall charge, or the SP pay, for any training provided by the Government to the SP employees.	C.1.19.
		Page #10 C.1.6.4 CONDUCT OF PERSONNEL: CHANGE TO - "Based on guidance provided by 5 CFR Part 2635, Standards of Ethical Conduct for Employees in the Executive Branch, the Contracting Officer shall request the SP to immediately remove from the job site any SP employee cited for misconduct, security violations, use of alcohol, or other incapacitating agents."	C.1.6.4.

POC

IM/IT

Cdate Ctext

1/28/2005 Page #9 C.1.6.1 PROGRAM MANAGER(S) AND KEY

Para

C.1.6.1.

PERSONNEL: "When performance is required outside normal operating hours, an individual shall be designated by the SP (Service Provider) to act for the program manager(s)." CHANGE TO - "The Service Provider regardless of who is designated as such shall follow all Federal Building and Huntington District regulations/ rules regarding after office hours and contractor personnel."

C.1.25.1-5 In this area, the PWS appears unfinished. Rather than being a narrative as the rest of the PWS is, it seems to be a list of items to be written and put into the final PWS. If it is not this, it is disjointed and confusing and does not flow with the rest of the document. Perhaps this is so because the reference in the preceding paragraph right above C.1.25.1 (which it says is to C.1.26.1-C.1.26-7 should be to C.1.25.1 - C.1.25-7). If this is the case, this section would be MUCH clearer if the word "List" was omitted as the first word of C.1.25.1 and C.1.25.3.

C.1.25.5.

Management ,

Page No.

C.5.1.6.2 Configuration

C.5.1.6.2.1.

C.5.1.6.2.1 engineering change proposals, C.5.1.6.2.2 Investigations and testing, C.5.1.6.2.3 Implementations (p.87)

State your concern and what you think should be done about it:

This should also get expanded to include local and regional configuration management and steering committees, boards, other than just CEEIS..

C.1.25.1-5 In this area, the PWS appears unfinished. Rather than being a narrative as the rest of the PWS is, it seems to be a list of items to be written and put into the final PWS. If it is not this, it is disjointed and confusing and does not flow with the rest of the document. Perhaps this is so because the reference in the preceding paragraph right above C.1.25.1 (which it says is to C.1.26.1-C.1.26-7 should be to C.1.25.1 - C.1.25-7). If this is the case, this section would be MUCH clearer if the word "List" was omitted as the first word of C.1.25.1 and C.1.25.3.

C.1.25.3.

Concern: C.1.3, PP 7-9

C.1.3.

State your concern and what you think should be done about it: Will additional documentation clearly delineate work functions of contractor (if MEO does not win contract) vs. those of federal employees supporting specialized AIS functions such as CWMS?

Page # 12, C. 1.6.5.6 ALTERNATE: Omit this

C.1.6.5.6.

C.1.24 Emergency Operations, (second paragraph) - The word "Employee" should be "Employees".

C.1.24.

POC
IM/IT

Cdate Ctext

Para

1/28/2005 C.1.25.1-5 In this area, the PWS appears unfinished. C.1.25.4.
Rather than being a narrative as the rest of the PWS is, it seems to be a list of items to be written and put into the final PWS. If it is not this, it is disjointed and confusing and does not flow with the rest of the document. Perhaps this is so because the reference in the preceding paragraph right above C.1.25.1 (which it says is to C.1.26.1-C.1.26-7 should be to C.1.25.1 - C.1.25-7). If this is the case, this section would be MUCH clearer if the word "List" was omitted as the first word of C.1.25.1 and C.1.25.3.

C.1.18 Smoking...should also reference DOD smoking regulations, not just national and local smoking restrictions. C.1.18.

1/27/2005 A list of any current significant projects underway, the No reference
current status, and projected completion date.
For Help Desk, Desktop and Server support services, No reference
samples of any current formal service level agreements and any actual service level performance reports.
A brief description of your mission critical server or No reference
desktop requirements including critical hardware and software. Note the location(s) and type of application.
The number of current desktop, server or Help Desk No reference
support services subcontracted. Identify the services and the incumbent service provider.
Verification that the following services in / not in No reference
scope:
Order fulfillment (Procurement) of desktops/laptops and servers
Install, Move, Add, Change or surplus services for Desktops and server
Change Management§ Level 2/3 Software Support
Data center facility management

1/28/2005 C.1.25.1-5 In this area, the PWS appears unfinished. C.1.25.1.
Rather than being a narrative as the rest of the PWS is, it seems to be a list of items to be written and put into the final PWS. If it is not this, it is disjointed and confusing and does not flow with the rest of the document. Perhaps this is so because the reference in the preceding paragraph right above C.1.25.1 (which it says is to C.1.26.1-C.1.26-7 should be to C.1.25.1 - C.1.25-7). If this is the case, this section would be MUCH clearer if the word "List" was omitted as the first word of C.1.25.1 and C.1.25.3.

Page No. C.1.18 Smoking C.1.18.
State your concern and what you think should be done about it:
Need to also comply with building rules, and designated areas of use and disposal.

POC

IM/IT

Cdate Ctext

1/28/2005 C.1.25.1-5 In this area, the PWS appears unfinished. Rather than being a narrative as the rest of the PWS is, it seems to be a list of items to be written and put into the final PWS. If it is not this, it is disjointed and confusing and does not flow with the rest of the document. Perhaps this is so because the reference in the preceding paragraph right above C.1.25.1 (which it says is to C.1.26.1-C.1.26-7 should be to C.1.25.1 - C.1.25-7). If this is the case, this section would be MUCH clearer if the word "List" was omitted as the first word of C.1.25.1 and C.1.25.3.

Page #16, C.1.20. CONTINGENCIES: "The SP shall submit an Employee Emergency Plan to the Contracting Officer, Safety Office and the COTR, for Contracting Officer's and Safety Office's approval 30 calendar days prior to the start of contract

Page No.

C.1.25.7.

State your concern and what you think should be done about it:

There are multiple sections on training - C.1.19, C.1.2.5.7. Do these need combined?

Page No.

C.1.19.

State your concern and what you think should be done about it:

Does the this need to be expanded to state that the SP is responsible for keeping their employees current with the technologies and software used by the Corps including new versions of software like Microsoft Office and other COTS?

It should also state that the government may pay for training and associated travel expenses, it is in the best interest of the government.

Page No.

C.5.1.6.2.

C.5.1.6.2.1 engineering change proposals, C.5.1.6.2.2 Investigations and testing, C.5.1.6.2.3 Implementations (p.87)

State your concern and what you think should be done about it:

This should also get expanded to include local and regional configuration management and steering committees, boards, other than just CEEIS..

Page No.

C.1.10.

Operations (p.14)

State your concern and what you think should be done about it:

This need to have flexibility to add that downtime can occur if agreed by the customer. I.e. It is highly unlikely that we would wait until after-hours to change out a router at a field site, printer, or compute. This is done during working hours at a mutually agreed time between the SP and the customer.

Para

C.1.25.2.

C.1.20.

C.1.19 Training (p.16)

C.1.19.

C.1.19 Training (p.16)

C.5.1.6.2 Configuration

C.1.10 Interference with

Management ,

Government

POC	Cdate	Ctext	Para
IM/IT (p.13)	1/28/2005	Page No. C.1.6.7. State your concern and what you think should be done about it: This should be more detailed guidance, yet generic enough to accommodate local policy Should state profession business casual attire for Office personnel. Our helpdesk contractors wear polo shirts with company logo to promote a professional image. It should clearly state that you are looking for a professional service provider. Their also should be a statement to the regard for local hygiene policy and customs.	C.1.6.7 Personal Appearance
(p.11)		Page No. C.1.6.5.1. State your concern and what you think should be done about it: Should there be a statement somewhere in the document about the use of government equipment, is subject to monitoring for lawful purposes, etc.	C.1.6.5.1 Search and Seizure
employees		Page No. C.1.6.6. (p.10) C.1.6.6 Identification Badges (p.13) State your concern and what you think should be done about it: We have a local policy that does not give CAC cards to IT helpdesk personnel, contractors, student aides or temporary employees. They are issued locally approved government identification. This paragraph should be modified to say CAC card and/or locally approved identification.	C.1.6.2 Identification of SP
hours (p.13)		Page #17, C. 1.23. NORMAL OPERATING HOURS: Normal operating hours for IM/IT support will be 0700 -1600 hours, Monday through Friday (local time zone). Offices on the West Coast routinely conduct business with the East Coast prior to 0700 which may require IT support, such as VTCs. I'm unclear on the PRS. Will PRSs be established for each location and can they establish different or extended 'normal' business hours of service? How will cost of routine service outside of the 0700-1700 hours be considered...above and beyond?	C.1.23.
		Page No. C.1.23. State your concern and what you think should be done about it: Must state excluding Federal holidays. Or government shutdown by executive or local order. Paragraph must be written to include or describe personnel who work outside the normal core working to accommodate the mission. An example of this would be a 3rd shift tape backup operator, or personnel who work outside the local core operating hours, because they are supporting customers in another time zone, etc.	C.1.23 Normal Operating
MOA, MOU & SLA	1/25/2005	24. Pages 123-138. Do not see the value added to the PWS by listing the MOAs, MOUs and Service Level	TE's

Agreements. What is the purpose of listing the subject documents?

Tuesday, March 29, 2005

Page 108 of 134

POC	Cdate	Ctext	Para
MOA, MOU & SLA	1/15/2005	NWD's Columbia River Water Management Division has an MOA with the Western Processing Center for \$45,000 for 24x7 network monitoring services	No reference
MOU, MOA & SLA	1/25/2005	Pages 123-138. Do not see the value added to the PWS by listing the MOAs, MOUs and Service Level Agreements. What is the purpose of listing the subject documents?	TE's
		Technical Exhibit No. 7 includes an Index of Memorandums of Agreement, Memorandums of Understanding Service Level Agreements. The Vicksburg District, CEMVK, turned in 15 agreement to the PWS Team on the CD (6 copies provided) when they visited them in Sep 04 in Florida. None of our agreements are included in the draft Performance Work Statement dated 16 Nov 2004. Our agreements would be listed as: CEMVD, CEMVK, and Vicksburg, MS	No reference
MOU, MOA & SLA		It appears that many of the MOU documents that NAB sent are not in the list. Much may be incorporated into the body of the solicitation but you may need to investigate.	TE's
MOU/MOA/SLA	1/28/2005	Section 5.1.11.2 SP shall assist in development of SOW's that they will execute? Conflict of Interest? Assist normally means provide a little help, if they are the IM/IT SP for our organization they probably will be the only ones around to do this kind of work? SOW Assistance should involve that all technology and compatibility standards be adhered to for future maintenance and standardization of support.	C.5.1.11.2.
		Where is the SLA Matrix (Service Level Agreement). Technical Exhibit No. 7 - No entries for Huntington District listed. We should at a minimum have our SLA's for the Help desk and MOA listed for our Credit Union network Connection and any other network connections we have with contractors like Strictly Business or Daston?	No reference TE's
PRINTING & PUBS		In some Districts, customers deal directly with DAPS. In other words, work orders for DAPS services are prepared by customers who transmit the materials to be printed directly to DAPS along with the work orders. IM services are limited to verifying costs and billing.	C.5.6.1.2.
		C.5.6 Printing and Publications, Page 116, the term ""Defense Automated Publishing Service"" should be revised to ""Document Automation & Production Service...""	C.5.6.
	1/31/2005	An opportunity exists here to do something Corps-wide, rather than on the ad-hoc basis it is now handled. C.5.6 Printing and Publications, Page 116, the term ""Defense Automated Publishing Service"" should be revised to ""Document Automation & Production Service...""	C.5.6.4.

POC

PRINTING & PUBS

Cdate Ctext**Para**

- 12/14/2004 C.5.6.5.2. Self-Service Copier Management, Page 117, the term ""The SP shall dispose of non-repairable or obsolete equipment and update the approved property management system"" should be clarified by rewording with ""The SP shall dispose of non-repairable or obsolete equipment in accordance with AR 735-5 and update the approved property management system. C.5.6.4.2.
- C.5.6 Printing and Publications, Page 116, the term "Defense Automated Publishing Service" should be revised to "Document Automation & Production Service..." C.5.6.
- 12/15/2004 This paragraph requires the SP to manage the revision of documents. The requirement for the SP to format or reformat documents should be added to this paragraph. C.5.6.2.1.
- 12/15/2005 This paragraph requires the SP to assist with copier acquisitions but it does not indicate who will pay for the copiers. Please indicate whether the government or the SP is responsible for paying for copiers, copier leases, supplies and maintenance. C.5.6.4.
- 12/14/2004 C.5.6.1.1 Printing and Publications, Page 116, the term "The SP shall coordinate printing, binding, and reproduction service provided by DAPS, GPO, and private vendors."" Consider rewording statement to clarify ""private vendors only to be vendors approved by GPO." C.5.6.1.1.
- 1/31/2005 Other key tasks that should be included in the definition of "processing." C.5.6.1.2.
- a. Preparation of Work Orders
 - b. Reviewing GFI Content for completeness
 - c. QA reviews of products / coordinating User QA reviews
- 1/28/2005 In C.1.3.6, it is said the printing program "consists of" but then goes on to say it is not limited to. Better legal drafting would say the program "includes" - Same comment applies to C.5.6 where this is repeated. C.5.6.
- 1/31/2005 Copier program also includes: C.1.3.6.
C.5.4.6.2.
- a. Receiving, evaluating and recommending requests for self-service copiers in accordance with copier plan.
 - b. Analyzing alternative costs for service options
 - c. Conducting periodic user service surveys
 - d. ID copier locations, availability of features (color copies, collating, special paper sizes, etc.) to users, and train in use of copier functions
 - e. Need to reference facilitating charges based on copier usage.

POC	Cdate	Ctext	Para
PRINTING & PUBS		Consider adding statement to provide service support for creation of electronic bid solicitation packages, including creating solicitation drawing files, solicitation package, posting to the web page, making CDs, etc.	C.5.6.1.1.
reference to DAPS, does this	1/25/2005	C5.6. C.5.6. imply that DAPS will be the only allowed method for obtaining copiers	Based on
	1/31/2005	Creation of forms should include the updating of electronic forms from past design software to current standard software (i.e., Revising Form flow forms to fill able PDF).	C.5.6.3.2.
		1. Forms Management also includes:	C.5.6.3.2.
		a. Receiving user forms requests and reviewing against available inventory of forms.	
		b. Maintaining and publishing for Users a list of primary sources of official forms and/or providing and maintaining usable web links to primary sources of official forms.	
		c. Maintenance of both the hard copy and electronic inventory of forms. Maintaining content of organizational websites for local forms.	
		d. Coordinating periodic reviews of official forms with proponents to identify obsolete, expired or rescinded publications.	
	12/14/2004	C.5.6.1.1 Printing and Publications, Page 116, the term "The SP shall coordinate printing, binding, and reproduction service provided by DAPS, GPO, and private vendors." Consider rewording statement to clarify "private vendors only to be vendors approved by GPO."	C.5.6.1.1.
	1/31/2005	The SP bears the primary responsibility for management of the Copier Program, not simply to "assist". I would suggest verbiage similar to paragraph C.5.6 above.	C.5.6.4.
		"The SP shall develop a self-service copier program to support the needs of the USACE users to execute its missions. The self-service copier program consists of evaluating and justifying needs, acquiring, maintaining, supplying consumables for, and disposing of an inventory of self-service copiers."	
		No statement regarding whether to centralize these functions, or run any e-commerce center for the Corps. We are contracting out an old way of doing business. No improvement of function here.	C.5.6.2.

POC	Cdate	Ctext	Para
1/28/2005	Page No.	C.1.3.6 Printing and Publications State your concern and what you think should be done about it: Does this also include publishing of electronic documents. i.e. Electronic bid sets, pdf documents available from the web, etc.	C.1.3.6.
PRINTING & PUBS	1/31/2005	"The SP shall PREPARE, process, and monitor. . ." The SP is creating the work orders, not simply processing and monitoring them. Further clarification is required on the use of 'private vendors'. PWS implies only deals with the situation of DAPS/GPO acquisition, however the SP is also responsible for finding vendors and contracting services when GPO is unable to deliver the specific product. Service required from SP is more significant than to simply "coordinate" the process. The SP is responsible for managing and overseeing the entire printing process, including full responsibility for ensuring delivery of an acceptable final product once the GFI has been provided for the work order. Modify verbiage to, "The SP shall assist and advise users on all printing, binding, and reproduction services, and manage acquisition of services provided by DAPS, GPO, and private vendors."	C.5.6.1.2. C.5.6.1.1. C.5.6.1.1.
	12/5/2004	Nothing stated about working with customer. Nothing stated about distribution. Need to add: "Consult with the customer, determine job requirements (size, quantity, color and/or B/W, format, and binding), liaison with DAPS/GPO, and prepare cost estimate and schedule. Obtain initial review, coordinate comments, obtain final review, and produce finished product. Provide distribution/mailing of finished product. Perform necessary CEFMS entry."	C.5.6.1.1.
	1/31/2005	Printing program also includes: a. Support of Users in printing product acquisition process • Identifying proper/appropriate printing services and products • Alternative product cost analysis and selection • Assisting Users in preparation of Government Furnished Information (GFI) for printing work orders. • Quality Assurance review of printing process, intermediate, and final products.	C.5.6.
		b. Alternative Source Acquisition – Contract support for acquisition of printing services when DAPS/GPO are unable to provide required products/services.	

POC	Cdate	Ctext	Para
		<ul style="list-style-type: none"> c. Coordination of Public Notice (PN) Publication <ul style="list-style-type: none"> • Assistance in proper preparation of GFI • Coordination of Schedules • Coordination with mail service for mailings <p>Need to add Quality Assurance requirements on things sent to reprographics.</p> <p>Add reference to include use of other printing contracts in place.</p>	<p>C.5.6.1.</p> <p>C.5.6.</p>
PRINTING & PUBS	1/31/2005	<p>Publications Management also includes:</p> <ul style="list-style-type: none"> a. Understanding and disseminating publication standards (formats, use of acronyms, fonts, etc) b. Maintaining and publishing for Users a list of primary sources of official publications and/or providing and maintaining usable web links to primary sources of official publications. c. Maintenance of both the hard copy and electronic inventory of publications. Maintaining organizational websites for local publications. d. Coordinating periodic reviews of official publications with proponents to identify obsolete, expired or rescinded publications. 	C.5.6.2.2.
RECORDS	1/28/2005	<p>C.1.17.3, from this paragraph (and related FOIA paragraphs and record storage paragraphs listed below), it appears the SP will be responsible for the maintenance and storage of both paper and electronic records, and would be responsible for the production of documents for FOIA requests, to be supplied to the OC and FOIA Officer. This arrangement, if such it is to be, should be (and perhaps has been) coordinated nationally with the Office of Counsel. See also C.5.4.7.6 and C.5.5.6.1 and 2 (the last even saying the SP will provide FOIA training. Is this really a function for an IM/IT contractor and not for DOJ and/or OC?) And see C.5.5.6.3</p>	C.5.5.6.3.

Recommended Verbiage:

Develop an enterprise Knowledge Management solution by incorporating Army and USACE Knowledge Management plans that leverage people and technologies to support Communities of Practice (CoP), Virtual Teams and Taxonomies.

- Manage KM implementation as a critical corporate strategic initiative.
- Change the way business is conducted and decisions are made to encourage KM practices throughout the organization.
- Establish a Chief Knowledge Officer (CKO) position for the Corps.
- Establish a small, focused KM integration team that works with Corps knowledge communities to facilitate initiatives and identify integration opportunities.
- Resource a strategic budget for USACE KM Program activities in the Program Objective Memorandum (POM), or other corporate funding processes.
- Develop a corporate KM tactical implementation plan, and approach individual KM initiatives in a consistent, programmatic manner.
- Measure USACE KM Program performance.
- Create a USACE knowledge map and taxonomy to identify the Corps' intellectual capital.
- Create business rules and procedures for cataloging and managing information.
- Promote integration opportunities and information resource sharing among individual knowledge community K-maps.
- Encourage Vertical Enterprise Portals (VEPS) for individual knowledge communities.
- Leverage KM as the primary technical integration tool to promote the Program and Project Management Business Process (PMBP), as the Corps overarching business process.
- Emphasize KM initiatives that will accelerate Corps migration to virtual teaming techniques and strengthen the emerging Regional Business Centers (RBC).
- Identify tools and standards for creating a horizontal enterprise portal (HEP).
- Prototype HEP capabilities as part of a process for identifying common tools and standards.
- Provide robust search capability for existing USACE Internet and Intranet content and information/data base resources that return relevant personalized results.
- Leverage Army Knowledge Online (AKO) tool capability and installed Corps technology infrastructure where practicable.
- Investigate new technologies to support collaboration, search and portal technologies and provide support for existing collaboration, search and portal technologies such as GROOVE, Sharepoint and Tomoye.

Reason

In the past several years Knowledge Management concepts have been suggested solutions to problems that the Army and the Corps of Engineers face regarding management of data and documents, loss of knowledge and experience by a retiring workforce, ability to effectively categorize knowledge and data and search within this data, developing Communities of Practice (CoP), traversing geographic boundaries, and data storage and mining, and managing security in a post 9-11 environment, to list a few.

Several Army and Corps of Engineers documents and plans have been developed to address these concerns, but nothing within this Performance of Work Statements suggests that it is being adequately addressed within this scope of work. Since the successful implementation of Army and Corps regulations and policies regarding Knowledge Management will require technical resources and personnel, I think it should be added as a section to this Performance of Work Statement. The above bulleted points are suggestions for items that could be included in the Performance Work Statement. This information was taken from the USACE Knowledge Management Strategic Plan.

I would also suggest that Sally Mahoney, CECI-H be included in developing that portion of the Performance Work Statement

Supporting documentation:

AR 25-1 Army Knowledge Management and Information Technology Management

Army Knowledge Online (AKO) Information Paper Strategically Transforming How the Army Does Business (this paper provides information regarding the Army Knowledge Online Project

The Army Knowledge Management Implementation Plan dated 18 October 2002 prepared by the Office of Army Chief Information Officer/G-6

Engineering Knowledge Online (EKO) portal located at: <https://eko.usace.army.mil/>

USACE Knowledge Management (KM) Strategic Plan, Version 1.04, Final Draft dated 9 January 2001 posted on this website:

<https://corpsinfo.usace.army.mil/ci/km/kmstratplan.html>

Knowledge Management Environment (KME) Collaborative Tool Suite Initiative Program, Project Management Plan, Version 2, 17 September 2004. Knowledge Management Environment (KME) ITIPS #HCI04447.

USACE 2012 Information Management Communities of Practice (CoP) Implementation Plan.

POC

Cdate Ctext

Para

USACE 2012 "Aligning the U.S. Army Corps of Engineers for Success in the 21st Century"

USACE Learning Organization dated July 2002

1/25/2005 Add requirements for enforcing file and cabinet labels. C.5.5.

1/28/2005 C.5.5.3 Manage Office Symbols, Is this function not C.5.5.3.
better in the Programs arena?

C.5.5.1.8 Records Maintenance and Use (Electronic) C.5.5.1.15.
The reference to the SP "enforcing" the requirement
again brings to mind that enforcement is a
governmental function. Also, is developing the records
retention POLICY something we want a contractor
doing?

C.5.5.1.13 Same concerns as C.5.5.1.13 above.

C.5.5.1.15 Records Storage, same concerns as
C.5.5.1.7 above.

C.5.5.1.13.
C.5.5.1.8.
C.5.5.1.7.

C.5.5.1.7 Records Maintenance and Use (Paper)
Would this, as written, give control to the SP of
internal file rooms not currently managed by IM?
Would this result in the government paying a
contractor to do that which is not currently done by
IM/IT employees, but by other employees in a very
C.1.17.3, from this paragraph (and related FOIA C.5.5.6.2.
paragraphs and record storage paragraphs listed below),
it appears the SP will be responsible for the
maintenance and storage of both paper and electronic
records, and would be responsible for the production of
documents for FOIA requests, to be supplied to the OC
and FOIA Officer. This arrangement, if such it is to be,
should be (and perhaps has been) coordinated
nationally with the Office of Counsel. See also
C.5.4.7.6 and C.5.5.6.1 and 2 (the last even saying the
SP will provide FOIA training. Is this really a function
for an IM/IT contractor and not for DOJ and/or OC?)
And see C.5.5.6.3

C.5.4.7.6.
C.1.17.3.
C.5.5.1.2.

Section C.5.5.1.13. RECORDS RETENTION AND
DISPOSITION SCHEDULE DEVELOPMENT raises a
few questions. Does this include Corps personnel's e-
mail? If so, how is the email to be filtered and
separated for purposes of satisfying the relevant
disposition schedules? Is this part of the training
identified in Section C.5.5.1.2. RECORDS PROGRAM
TRAINING.

POC

RECORDS

Cdate Ctext**Para**

1/31/2005 Where is this being done? C.5.5.8.

1/28/2005 Significant omission - No mention of Knowledge Management, Document Management, or any ability to search across the electronic files a District/Corps has (much like a "Google Search"). These are key future requirements that will be deployed in the very near future that will be large support areas for the SP or MEO. How do these and other new technologies or requirements get accounted for? No reference

C.5.5.2.3 - Official Mail Prep - User typically picks how they need their packages and freight shipped. C.5.5.2.3.

1/31/2005 What is this? Who should it be available to? Is there any action here (web posting and maintenance, etc) or is it just issuance to the Contracting Officer? C.5.5.10.1.

Need definition. What is this available to? Is there any action here or is it just issuance? C.5.5.10.

Insert "local and higher" after the word "to" in last sentence. C.5.5.9.6.

C.5.5.9.5.

C.5.5.9.4.

C.5.5.8.6.

To whom are they reporting? The SP shall address and resolve management information control inquiries (is this independent of government oversight and control?). What is role of MICO vs. SP in this program, needs clarification. C.5.5.8.5.

Insert "local and higher" after the word "to" in last sentence. C.5.5.8.3.

C.5.5.8.2.

Is MICO SP or government personnel? SP shall advise in and support development of approval requests. C.5.5.8.2.

1/28/2005 Section C.5.5.1.13. RECORDS RETENTION AND DISPOSITION SCHEDULE DEVELOPMENT raises a few questions. Does this include Corps personnel's e-mail? If so, how is the email to be filtered and separated for purposes of satisfying the relevant disposition schedules? Is this part of the training identified in Section C.5.5.1.2. RECORDS PROGRAM TRAINING. C.5.5.1.13.

Declassification. If there is a formal program governing this undertaking, and it is a compliance requirement for the SP, then this paragraph should so state, identifying both the programmed C.5.5.1.17.

1/28/2005 Page #112, C.5.5.1.17. DECLASSIFICATION: No one has declassification authority only the OCA (Official Classification Authority). C.5.5.1.17.

POC

RECORDS

Cdate Ctext**Para**

- 1/28/2005 C.5 Information Management and Information Technology (IMIT), Page 84
C.5.5.1.8 Records Maintenance and Use (Electronic).
Revise Existing Paragraph to read: The SP shall enforce the requirement that new AISs have approved records disposition schedules and records management functionality. The SP shall enforce the requirement that new electronic information systems including, but not limited to, records management, document management, and content management systems comply with applicable regulations. Reasoning: SP should only enforce requirements for new systems. Existing systems that may not comply with all requirements are needed and could not be shut down. C.5.5.1.8.
- 1/31/2005 Throughout the PWS, in areas where there may be similar work accomplished that is not intended to be part of this solicitation, the potential work needs to be clearly defined and excluded from scope of the Coordination of large/freight items is most often a Logistics Management Office function. PWS should be clear regarding which portion of "sent items" falls within IM and what falls outside of IM. No reference
No reference
- 1/28/2005 C.1.17.3, from this paragraph (and related FOIA paragraphs and record storage paragraphs listed below), it appears the SP will be responsible for the maintenance and storage of both paper and electronic records, and would be responsible for the production of documents for FOIA requests, to be supplied to the OC and FOIA Officer. This arrangement, if such it is to be, should be (and perhaps has been) coordinated nationally with the Office of Counsel. See also C.5.4.7.6 and C.5.5.6.1 and 2 (the last even saying the SP will provide FOIA training. Is this really a function for an IM/IT contractor and not for DOJ and/or OC?) And see C.5.5.6.3 C.5.5.6.1.
- 1/31/2005 Change "enforce" to "ensure" in para C.5.5.1.7. C.5.5.1.7.
Need to include reference to support of EDMS. Most C.5.5.
sections within C.5.5 refer to development or maintenance of Programs but do not refer to any government oversight, involvement, or control.
What about management funding of postal C.5.5.2.1.
accounts/meters . . . again, no mention of regulatory adherence.
Document numbering. Where are the "established C.5.7.10.1.5.
numbering systems" defined?
Program Management and Implementation. This C.5.5.4.1.
paragraph is far too vague. What does the "comprehensive correspondence program" entail? What is its purpose? Clarify.
Mail- this would be very impractical at WA (two C.5.5.2.3.
separate facilities) who uses secretaries or material handlers to perform postage/freight duties and does not have a high volume of mail but the mail is still essential on a twice daily basis

POC
RECORDS

Cdate Ctext

Para

Par.C.5.5.1.7 Records Maintenance and Use (Paper). A record holding area to the entire local installation needs to be addressed here, this would be in addition to the storages areas in each organization. oops, I see this being addressed in par. for record storage.

It is hard to identify and quantify how much the Service Provider (SP) would be involved in remote field offices in the Records Management and Maintenance. This should be better clarified. C.5.5.1.

1/27/2005 SP may be responsible to DOJ or others for sequestered records. Also the need to manage classified records/media does not appear to be addressed. C.5.5.1.14.

What about management/funding of postal accounts/meters again no mention of regulatory adherence. C.5.5.2.1.

SP will perform a COOP test exercise annually. C.5.5.9.5.

Records Storage and Program Management and Implementation, respectively. Question - should the exemption for JWOD services be more prominently presented within the contract? C.5.5.1.15.

Don't understand who the term "officially appointed . . . Personnel" refer to. This term is used in various locations in this SOW when discussing training. It is not in the definitions section. C.5.5.2.1.

1/28/2005 C.5.6.4 Copier Programs Management This refers to the SP assisting with copier acquisitions and management, but goes on in C.5.6.4.2 to speak of the SP maintaining an inventory of equipment. Which is it? Who owns the copiers (and computers and networks for that matter)? The Government? The SP? What happens to the current assets in place? Do they go the contractor? Does all equipment belong to the Government? Shouldn't it? Do we really want a contractor to own equipment and assets at the termination of a contract? Shouldn't the Statement of Work make clear which way it is to be? C.5.6.4.

C.5.6.3.2 Forms Inventory. Are we talking physical forms, computerized forms, or both? This doesn't say. An inventory would seem to apply to a physical inventory. Is that really what was intended? C.5.6.3.2.

In most Districts, shipping materials via private carrier is a Logistics Management Office function. Information Management Offices normally limit their materials handling to USPS, and sometimes UPS and FEDEX. This needs to be coordinated with the future Logistics competition PWS. C.5.5.2.3.

This paragraph requires the SP to preserve and maintain records. The paragraph should be expanded to require the SP to retain or obtain the capability to access records stored on obsolete media, such as 9-track tape or 8"" floppy disks. C.5.5.1.9.

POC

RECORDS

Cdate Ctext**Para**

1/31/2005 Insert the sentence "SP shall advise in and support development of approval requests." after the first sentence. C.5.5.8.3.

Par.C.5.5.2. Official Mail Distribution. the should work with field operating activities of the local installations to ensure effective poster meter programs are in place. C.5.5.2.

1/31/2005 What does enforce mean? What enforcement authority is granted to the SP or required of the SP? C.5.5.1.10.

Insert "local and higher" after the word "to" in last sentence. C.5.5.7.4.

Define Special Records collections. Who determines these? What is "the requirement" that is referred to here? Is it a specific regulation that defines certain special record collections? C.5.5.1.16.

Insert "local and" after the words "report to" on line 6. C.5.5.1.15.

What activity is meant in the sentence on line 6, the records storage program? C.5.5.1.15.

Define CFA, RHA, and NAR. C.5.5.1.15.

I have not seen a records inspection at my site in ten years. IMO is not currently funded at that level of oversight. If inspections occur, they need to include ALL now automated records. C.5.5.1.14.

Insert "local and" after "report to" in the last sentence of the paragraph. C.5.5.1.14.

Change What does "enforce" mean? What enforcement authority is granted to the SP or required C.5.5.1.14.

What does enforce mean? What enforcement authority is granted to the SP or required of the SP? C.5.5.1.13.

Need clarification of "this activity" in last sentence. C.5.5.1.13.

There is documented survey information, (ref CADD Center Project 03.036) that the Corps is not currently maintaining and taking action to preserve these documents. Therefore, this statement is an increase in scope of how IM/IT is currently managed within the Corps -- thus not A-76. C.5.5.1.12.

What does enforce mean? What enforcement authority is granted to the SP or required of the SP? C.5.5.1.16.

What does enforce mean? What enforcement authority is granted to the SP or required of the SP? C.5.5.1.11.

Need definitions and clarification between working files, records, official records and special records. C.5.5.1.16.

What does enforce mean? What enforcement authority is granted to the SP or required of the SP? C.5.5.1.9.

C.5.5.1.8.

C.5.5.1.7.

C.5.5.1.6.

Need to make sure SP reports to the government who would then determine how to enforce. How will SP provide training? Need government oversight. C.5.5.1.5.

What does enforce mean? What enforcement authority is granted to the SP or required of the SP? C.5.5.1.5.

POC	Cdate	Ctext	Para
RECORDS	1/31/2005	Change the last sentence to read" ... report to local and higher headquarters."	C.5.5.1.4.
		There is no government involvement here.	C.5.5.1.3.
		Will the officially trained appointed records management personnel be government or SP?	C.5.5.1.2.
		Should there be reference to CCB or some other board?	C.5.5.
		Also, there is continual reference to enforcement.	
		What does that mean? What enforcement authority is the SP allowed?	
		Is Records Management truly meant to be independent of government oversight and control. Recommend requirements to develop and maintain these programs with Corps oversight.	C.5.5.
		ARIMS is not addressed.	C.5.5.
		What does enforce mean? What enforcement authority is granted to the SP or required of the SP?	C.5.5.1.12.
		Best method according to what criteria? Statement should clarify, based on criteria provided by the Government. Sender's requirements for delivery need to be considered in best method.	C.5.5.2.3.
		This statement defines new work/duties for the A-76 SP. New work is clearly out-of-scope under A-76. This line item could easily be advertised as a single one-time contract for professional services.	C.5.5.4.1.
		Much correspondence created, typed, and used the Government is created in a word processor directly on the computer.	C.5.5.4.
		Insert "local and higher" after the word "to" in last sentence.	C.5.5.4.3.
		Define Correspondence Management program, especially in the electronic age of distributed correspondence development. Is there oversight and IAW what?	C.5.5.4.
		This statement defines new work/duties for the A-76 SP. New work is clearly out-of-scope under A-76. This line item could easily be advertised as a single one-time contract for professional services.	C.5.5.1.15.
		Need definition. Where is rulemaking coordinator located and at what level?	C.5.5.5.
		Insert "local and higher" after the word "to" in last sentence.	C.5.5.1.16.
			C.5.5.5.2.
		Why is it limited to Records Management program personnel? PMs, supervisors should also be involved. Recommend including other employees.	C.5.5.6.2.
		This statement defines new work/duties for the A-76 SP. New work is clearly out-of-scope under A-76. This line item could easily be advertised as a single one-time contract for professional services.	C.5.5.4.2.

POC	Cdate	Ctext	Para
RECORDS	1/31/2005	The SP shall select best method and cost of mailing mail, packages, and freight based on what requirements? Is there no government involvement? What about senders' requirements? Insert "local and" after the word "to" on line 7. Is this independent of government oversight? Under whose authority shall the SP address and resolve mail and postal inquiries? Is this IAW with CCB or local authority or whom? By Whom are the officially appointed mail management personnel trained? Does SP provide official mail management personnel? Oversight of postal operation at field sites for tracking. Does deliver mean to individual desks? Need to reference senders' requirements for delivery. Does the sentence which states that the SP shall continuously operate and maintain mailroom facilities and equipment for each level of command not apply to all field sites and offices without a military Commander? Does continuously refer to business hours?	C.5.5.2.3. C.5.5.2.3. C.5.5.2.2.2. C.5.5.2.2.1. C.5.5.2.1. C.5.5.2.1. C.5.5.2.1. C.5.5.2.1. C.5.5.2. C.5.5.1.17. C.5.5.6.3. C.5.5.8.4.
RECORDS		Why is training limited to MICOs. Recommend it be made available to anyone.	
Shelly Taylor	11/16/2004	Include safeguard and maintain ALL government equipment as well.	C.1.14. C.1.15. C.1.14.
TE	12/7/2004	Will the PWS specify the location requirements?	TE's
VI	1/28/2005	C.5.7.3.1 Photographic Services. Very vague. What are we talking about here? Development services? A photographer? A staff of photographers? A movie studio? The entire problem of this PWS being as vague as it is ideally portrayed in this and the communications section referenced early on in these comments (b. of these comments, C.1.3.3 in the PWS)	C.5.7.3.1.
		C.5.7.4.1 Graphic Displays Same comment as C.5.7.3.1 above, plus is the SP to be the EXCLUSIVE provider of these services? Can offices use a private sector provider in the locality? Do it themselves?	
	1/25/2005	Great wording! Should use similar to this at the beginning of C.5 as overarching statement about what the SP will do to assist the customer.	C.5.

POC

VI

Cdate Ctext**Para**

1/28/2005	C.5.7.3.1 Photographic Services. Very vague. What are we talking about here? Development services? A photographer? A staff of photographers? A movie studio? The entire problem of this PWS being as vague as it is ideally portrayed in this and the communications section referenced early on in these comments (b. of these comments, C.1.3.3 in the PWS)	C.1.3.3.
	C.5.7.4.1 Graphic Displays Same comment as C.5.7.3.1 above, plus is the SP to be the EXCLUSIVE provider of these services? Can offices use a private sector provider in the locality? Do it themselves?	
1/31/2005	Work order control, as described in this section is a requirement for all IM/IT products and services, and should be incorporated into all other functional areas of the PWS. All products, services and activities performed by the SP should be managed within a Work Order Control system.	C.5.7.10.3.
	The SP shall provide tracking and database entry services for VI projects to maintain internal control. Is this internal to SP or the Corps? This is a well-written paragraph. Similar language needs to be in the General section.	C.5.7.10.3.
1/25/2005	Page 117. Para. C.5.7.1-The sentence states, "The SP shall ensure VI products meet current USACE graphic standards." What are those standards?	C.5.7.1.
	Need narrative to state purpose and use of this exhibit.	No reference
	Were can a prospective SP find approximate workload data related to these products from Local, Regional and Enterprise-level views.	No reference
	Make sure ER 360-1-2 and EP310-1-6 is a referenced and the VI product examples follow these policies and guidelines.	No reference
	Define what is meant by "professional" scripts.	C.5.7.4.2.
1/31/2005	Series 1082 and 1083 positions are included in this A-76 study. Media limited to interactive CDs. Suggest using "state-of-the-art."	C.5.7.10.
	Need to add support for presentations and brochure creation. Timeframes for support needs to be added.	C.5.7.4.5.
1/25/2005	Page 121. Para. C.5.7.10.2-Is the work and services called for in this paragraph, entitled Technical Writing and Marketing Services, a IM/IT function?	C.5.7.10.2.
1/31/2005	"Creation of marketing plans" and "writing technical articles" is clearly not an IT function. If, IMO offices are doing this type of support, there are likely better offices to transfer this function, such as Public Affairs Offices. Again, a governmental role.	C.5.7.10.2.

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VI

Cdate Ctext**Para**

1/25/2005	Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, " - how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner?	C.5.7.7. C.5.7.4.5. C.5.7.4.3. C.5.7.4.2. C.5.7.10.3. C.5.7.3.3. C.5.7.4.1.
1/28/2005	C.5.7.3.1 Photographic Services. Very vague. What are we talking about here? Development services? A photographer? A staff of photographers? A movie studio? The entire problem of this PWS being as vague as it is ideally portrayed in this and the communications section referenced early on in these comments (b. of these comments, C.1.3.3 in the PWS)	
	C.5.7.4.1 Graphic Displays Same comment as C.5.7.3.1 above, plus is the SP to be the EXCLUSIVE provider of these services? Can offices use a private sector provider in the locality? Do it themselves?	

POC

VI

Cdate Ctext

12/15/2004 Following as requested by LRD are LRL comments concerning CADD and GIS: Attached, as requested, are comments in regard to the PWS for the IMIT A-76 study concerning CADD and GIS . These comments relate primarily to why these production based systems are being included as well as the potential impact. Therefore, the comments are not in the format requested for simple additions and deletions. This is a major issue not just for Louisville but to the vast majority of the CADD/GIS community across the Corps as evident in last week's Senior Advisory CADD and Field Activity CADD meetings of members from around the Corps. The potential for the loss of control and management of these highly complex systems is a major concern for the future of in-house design services of the entire Corps of Engineers. These items are a major part of the development of all of our Projects, and these issues cause major concern over not only execution but the push to continually improve our technology in areas such as the use of Triforma and Building Information Modeling and! the standardization of the Corps' use of the TriService Workspace. It should be remembered that Engineering Divisions have long been the leader in advancement of technology and this could seriously compromise our technology. This creators of this document also need to consider the possibility of the government winning the contract, and as written, this would radically change engineering functions throughout the corps. General 1. CADD software and management is a tool Corps of Engineer offices use for production. Every district has developed their way and trained their personnel on using this tool and related tools. As worded, this contract would destroy our ability to design products for our customers, and to advance our capabilities. 2. CADD software has been lumped into such basic software as word processing and spreadsheets. I would say most people only use the very basic functionality of office applications. This is not the level of usage for CADD and GIS software. Support for these applications must be at a much higher level. As written, the SP would be responsible for troubleshooting problems, training, configuring machines, etc. There is not a way to have this done without a loss in quality. The SP will not be able to step in and understand the software and how it is used, and they will/must be required to do so the day they step into the building. 3. Document requires the SP to manage the licenses. Apparently, something has been missed on the license arrangements with CADD and GIS software. Licenses are covered by support programs, which define a number of licenses and define terms of support from the vendor. These are renewed each year. Terms vary with each contract. Is the document to imply that the SP will take over these contracts, and if so to what extent. Are they to be responsible for paying for the contract as a part of their contract or will individual districts pay separately for these support programs. Lots of loose ends here. 4. Who is to 'own' desktop hardware. Will the government be responsible

Para

C.5.7.4.5.

POC

Cdate Ctext

Para

for determining what hardware is needed and buying it, or is the SP solely responsible for this. For example, if designers say they need dual 21" monitors, how will they be procured? Does the government buy them or is the request for a new computer sent to the SP and they decide what machine to put on a person's desk. 5. Backups for production are more involved than this document requires. We do not backup CADD servers just so we can rebuild a machine if something happens to it. We have many projects that may necessitate obtaining old files from a month ago or longer. We maintain considerably more backup tapes than our IM office does. 6. I did not notice any response time requirements in the contract C.5.1.12.2. End-User Support 1. It should be expected that the SP come in with knowledge of software used by each district. Should CADD and GIS be included, it would mean that they must come in with a standard of knowledge of design software that would be beyond normal office applications. The applications and level of knowledge has not been defined in the document. 2. There is no indication of the staffing requirements (minimal) in this document. CADD and GIS support should mandate a minimum number of qualified personnel in each district. 3. If support for all existing software is required, then that would imply that the SP would be responsible for support all CADD programs written in various languages, updating and recompiling them whenever a need arises. C.5.2.1.1 Government GOTS and COTS Software Applications 1. CADD and GIS are beyond specialized software applications. They are production tools. Control in choice of applications, versions, upgrades, configurations and such should rest with personnel that have a vested interest in assuring that districts can perform their work at the highest level. The wording to me gives the SP virtually unlimited control on what is used. 2. It should be added that upgrades and installations should be performed when requested and as often as requested (CADD upgrades of software can occur multiple times a year requiring either scattered upgrades or entire sweep of users). C.5.2.1.4 Computer-Aided Design and Drafting Support 1. Require a trained and qualified person for providing CADD IMIT support 2. Acquisition of software should be by the government personnel managing the direction of CADD production. 3. Licensing should be by government personnel managing the direction of CADD usage. 4. Backup of CADD files is different than backup of regular files that IM may do. Backup and recovery should be defined in such terms as daily, weekly, monthly, and 2-year backups as a minimum. The nature of CADD usage requires the ability to restore files from any given point in history, not just last week. This requirement is definitely not addressed anywhere in this document. 5. CADD also includes the term 'design'. This document addresses only the drafting part of CADD. It is not reasonable to expect the SP to support production efforts in the use of design applications that are now a part of CADD.

Items such as Inroads, Triforma, Architectural Desktop. These require a level of engineering knowledge to be able to understand and use. This is nowhere addressed in this document. 6. The COE already has in place a team and processes for establishing policies and standards in CADD. We do not need someone from the outside stepping in and setting policy. C.5.2.1.5 Geographic Information Systems Support 1. Same comments as above, just replace CADD with GIS. C.5.2.5 Server Support and Services 1. As written the SP is to make the decisions of the items identified. As written, this would remove the ability for government forces to determine what software would be used for such things as document management, web servers, and any other server based software. 2. It also said they are responsible for training. There is no definition on CADD application/usage training. Typically, this is a function of engineering division (or any other division) to determine and arrange any training it feels is important and necessary for people's work. 3. Backups and restore requirements are not defined in this area either. C.5.5.1.8 Records Maintenance and Use (Electronic) 1. This includes reference to document management. This has become a rather vague term. What "document management" software tool is used should be determined by the production requirements of an organization. As written, this paragraph is either meaningless or allows the SP sole control over software. C.5.7.4.5 3-D Computer Animation Projects 1. 3-D animations are becoming more common in engineering/architectural applications. These include things like flyovers of building sites, and walkthrough of buildings. This can be done by CADD software or by standalone software that uses CADD files as the building block of the animation. There isn't any reason why this should be solely a responsibility of the SP.

This paragraph requires the SP to provide AV services, C.5.7.2.1. but does not indicate to what extent the SP is required to provide equipment. In some cases Districts have AV equipment on hand for an event. In some cases, the equipment must be rented for an event. This paragraph should indicate who is responsible for providing and paying for the equipment, especially when the equipment must be rented. Traditionally, IM Offices or LM Offices cover this expense.

POC

VI

Cdate Ctext**Para**

This paragraph requires the SP to provide AV services. Generally, by regulation, LM owns, operates and maintains installed AV equipment, i.e., building public address system. IM ""owns"", operates and maintains portable AV equipment. Responsibilities should be clarified, especially considering that LM will soon undergo an A-76 competition of its own.

C.5.7.2.1.

12/15/2004 This paragraph requires the SP to provide photographic services. The fifth sentence requires to SP to ""provide assistance to customers in planning and executing the placement of test devices and instrumentation"". This service does not appear to relate to photographic services. Is it misplaced? If not, clarification of what specific photography-related test devices and instrumentation to be supported should be

C.5.7.3.1.

This paragraph requires the SP to perform editing. One function performed by editing offices is checking references. This function often requires significant effort. Because of the time involved, the task ""checking references"" should be explicitly added to this paragraph.

C.5.7.10.1.2.

This paragraph requires the SP to provide marketing services. I was told during a briefing at one time that USACE is not allowed to market their services in the traditional sense. USACE can educate stakeholders and customers about services available from USACE, but I was given the impression that USACE is not allowed to market their services or to lobby. If I am correct, some wording changes are required in this paragraph.

C.5.7.10.2.

Page 120, Desktop Publishing - This states that the SP shall be responsible for reproducing mission unique jobs in-house on a high-speed copier & provide binding and finishing services. These services are provided by DAPS and should not be performed in-house.

C.5.7.8.

12/14/2004 Who will develop/review Internal District regulations for IMO?? What about MIPRs???

C.5.7.10.2.

12/15/2004 The Audiovisual work described in this paragraph appears to apply only to facility design of Corps facilities. However, the Corps does facility design and installation services for non-Corps Military customers (Army, Air Force and Reserves). These services include building networks, phone systems and other information management/information technology services. In some Districts, the IM offices may participate in the design. In others, it may not. Recommend this paragraph on AV facility design specifically exclude work for others, e.g., non-USACE Military customers.

C.5.7.2.3.

12/5/2004 Paragraph references "using the USACE standard software". Will a list of USACE standard software be a listed as a technical exhibit to the PWS? If not, how will this be determined?

C.5.7.8.

POC

VI

Cdate Ctext**Para**

- 12/5/2005 Several things missing. Please add: ""Consult with the customer, prepare cost estimate and schedule, prepare initial design, obtain initial review, incorporate comments, prepare final design, produce initial product, obtain final review and produce finished product. Provide hardcopy distribution of printed documents and electronic notification to customers when documents are posted to the web; maintain list server of notification lists."" C.5.7.8.
- 1/28/2005 C.5 IMIT, p. 84; C.5.7.4.6 Technical Illustration and Drafting Services C.5.7.4.6.
Add the sentence: "Architectural and engineering drafting and/or design services are outside the scope of this PWS." Reasoning: The use of CADD software, GIS software, or manual methods to produce, revise, or maintain architectural or engineering drawings, architectural or engineering designs, or architectural or engineering models, commonly known as "drafting", is an inherently engineering function, is outside the scope of this A76 competition, and defined as an engineering function in ER 1110-2-1150 31AUG99 Engineering and Design of Civil Works Projects. The use of CADD software, GIS software, or manual methods to produce, revise, or maintain architectural or engineering designs, or architectural or engineering models, commonly known as "design", is also an inherently engineering function, is also outside the scope of this A76 competition, and is also defined as an engineering function in ER 1110-2-1150. Contracting these services is governed by EP 715-1-7 and FAR Part 36.
- 1/25/2005 Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, " - how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner? C.5.7.4.1.
- 1/31/2005 Change line 4 to read "and/or" onsite archives instead of "and onsite archives." C.5.7.3.4.
Need definition of Video Production in Definitions section. C.5.7.3.3.
Insert the sentence, "The SP shall provide support for existing analog products." after the words "multimedia use" on line 6. C.5.7.3.3.
The SP shall return any work order that cannot be completed due to potential copyright infringement with the accompanying material to the Contracting Officer Representative (COR) for final disposition. Is this the only time SP shall interact with a COR? C.5.7.3.3.
DVD mastering services should be provided in all activities, not just the area of 'high explosives'. C.5.7.3.3.
Need to list all types of media. First reference to COTR. This is nowhere else in the document. C.5.7.3.3.

POC

VI

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1/31/2005 Add sections for support of presentations and brochure creation. C.5.7.4.

The SP should also be required to provide VHS mastering services. C.5.7.3.3.

Insert "including handling of classified photography" after the words "post production" in line 11. C.5.7.3.1.

Archives should be off-site not on-site. C.5.7.3.4.

Need definition of local archives and who will maintain them. Need to assure archive products are retrievable tomorrow. DVL is currently maintained by PAO. SP needs to work with customer to determine which images are retained and/or sent to DVL. Decision to determine what is put in active archiving should be inherently governmental. SP does the how. C.5.7.3.4.

Because there are many who gather photographic documentation of work within the Corps, the SP should be required to collaborate with the functional organizations to gather photographs for the DVL. The SP should assist in the gathering and cataloging of photos taken by Corps staff. C.5.7.3.4.

It is unclear where in this section designing and producing PowerPoint presentations would fit. This is something that is done significantly in IM to support the Commander and other executive staff. PowerPoint presentation support should be clearly delineated in the PWS. C.5.7.4.

The SP should be responsible for user orientation and training on all IM/IT equipment. C.5.7.4.

Need to add research for correct version/resolution of images to use in specific instances. C.5.7.8.

Change "or on site" to "and/or on site." C.5.7.3.3.

What is remote onsite? C.5.7.2.2.

Does this paragraph mean the SP has exclusive authority to provide all these services? C.5.7.

Is the SP the responsible for all photography, for all desktop publishing, for all technical writing? Where is the line between Corps and SP? C.5.7.

Add research, storage, and retrieval of current images. C.5.7.

Add reference to "Corporate branding." C.5.7.

Need better definition of Audiovisual support under paragraph C.5.7.2. Need to add MRC trips. C.5.7.2.1.

Who supplies equipment? Who supplies non-standard equipment? Who handles equipment leases at hotels? Note that services may be on-site or off-site. C.5.7.2.1.

Need definition of Videography in Definitions section. C.5.7.3.2.

Add additional requirements as a technical exhibit. C.5.7.2.1.

Need to address additional hours outside the normal duty hours to support conferences and meetings.

"The SP photographers shall be 'certified'. " Define what certification is required. C.5.7.3.1.

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1/31/2005 Why is emergency operations support limited to AV? C.5.7.2.2.
 Emergency Op support should be included for all IMIT services. If it is important to have it here, recommend specific reference be included everywhere.

Need to add maintenance, support, and customer training. C.5.7.2.3.

It must be understood by the SP that there are many (engineers, construction reps, others) that do photography within the Corps and this activity does not encroach on the requirements of this contract. It is not expected that the SP will do ALL photography within the Corps. C.5.7.3.1.

Need to add handling of classified material. This section contains a great boiler plate statement about after hours. Should be moved to paragraph C.5.1 and repeated, as necessary. C.5.7.3.1.

Need definition of Videography and Video Production in Definition section. Still have analogy in libraries – so support for it is required. C.5.7.3.1.

Creation of electronic media should not be limited to CD-ROM as there are multiple other media (CD-RW, DVD, etc.) that may be used in particular situations. C.5.7.4.1.

The creation of electronic masters for production should be more generic in the types of digital products.

Note that hours for support shall be as necessary and are not limited to business hours. Specific request to add support for MRC trips which also includes all IMIT services not just AV. Need to add support to other agencies. C.5.7.2.1.

1/25/2005 Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, .", how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner? C.5.7.7.

C.5.7.10 SP must

C.5.7.10. documents, work with customers on putting processes into Oracle Tutor

Page 117. Para. C.5.7.1-The sentence states, "The SP shall ensure VI products meet current USACE graphic standards." What are those standards? C.5.7.1.

Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, .", how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner? C.5.7.3.3.

C.5.7.4.1.

C.5.7.4.2.

also be able to convert

POC	Cdate	Ctext	Para
VI	1/31/2005	Archives should not be on-site, they should be off-site. Need definition of local archives and who will maintain them. DVL is current maintained by PAO. SP needs to work with customer to determine which images are retained and/or sent to the DVL.	C.5.7.4.
	1/25/2005	Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, .", how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner?	C.5.7.4.5.
left out.		C.5.7 C.5.7. Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, .", how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner?	VTC is C.5.7.10.3.
		Page 119. Para. C.5.7.4.1 & C.5.7.4.2-Is all the work and services called for in this paragraph, entitled Graphic Displays, the responsibility of the IM/IT function or of the PAO?	C.5.7.4.1.
		Page 121. Para. C.5.7.10.2-Is the work and services called for in this paragraph, entitled Technical Writing and Marketing Services, a IM/IT function?	C.5.7.4.2. C.5.7.10.2.
	1/31/2005	Add "local and higher" before the words "information to" on line 3.	C.5.7.9.
		This is not an IT role.	C.5.7.10.
	1/25/2005	Page 118-121. Para. C.5.7.3.3, C.5.7.4.1, C.5.7.4.2, C.5.7.4.3, C.5.7.4.5, C.5.7.7, & C.5.7.10.3-Paragraphs states "The SP shall consult with customers, prepare cost estimates, and production schedules, .", how will this work be priced out by the SP and what will be the process to get the required work performed in the most expeditious manner?	C.5.7.4.3.
	1/31/2005	This is a function that may be accomplished by other staff outside of the scope of the PWS. It needs to be clear that this situation exists, and that the SP is not the sole provider of desktop publishing services within the Corps.	C.5.7.8.
		Change "shall produce compact disc-read only" to shall product state of the art.- Concerned that current state of the art archived today will not be retrievable tomorrow. As technology migrates have to ensure it is usable in the future.	C.5.7.4.1.
		Decision to determine what is put in the active archiving should be inherently governmental. SP then does the how.	C.5.7.4.1.
		Need to include other media types after "memory (CD-ROMs) on line 7.	C.5.7.4.1.

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VI	1/31/2005	Insert "Media products shall be state-of-the art." before the sentence that begins with "The SP shall produce ..." on line 8.	C.5.7.4.1.	
		Should add need to use GIS and cost and time estimates statement throughout document or as general	C.5.7.4.5.	
		Need to add orientation and/or training for all IT products and services as needed.	C.5.7.7.	
Writing and Marketing	1/25/2005	C.5.7.10.3		Technical
		C.5.7.10.3.		
		Services. Does a comprehensive list exist of the "special publications" that the SP must plan, design, standardize text, etc. Absent such a list, this requirement is impossible to scope and will become a significant element in contingency pricing and post-		
	1/31/2005	The SP is responsible for researching and obtaining usage permission for any copyrighted images, graphics, and other materials used in publishing tasks.	C.5.7.8.	
	1/25/2005	C.5.7.10.1.5		
Document Numbering.		Where are C.5.7.10.1.5.		
		the "established numbering systems" defined?		
	1/31/2005	The Desktop Publishing products described here are in support of the printing and publications requirement of the SP, and the developed products are intended to be input to the DAPS/GPO printer on hardcopy documents for completion of the printed product.	C.5.7.8.	
		It is incorrect to state that, "The SP shall be responsible for reproducing mission unique jobs in-house on a high-speed copier. The SP shall operate a digital color printer and copier. The SP shall provide binding and finishing services.	C.5.7.8.	
		The last sentence of the paragraph states, "The SP shall provide binding and finishing services." By, regulation, USACE should be utilizing GPO contracts for this work "on a high-speed copier." A copier that prints above a certain rate of speed is considered "printing/publishing" by GPO. USACE should not be accessing this type of equipment, other than via GPO services.	C.5.7.8.	
		"The SP should be using DAPS/GPO for printing anything in large volume especially when requiring specialized equipment that is readily available through GPO. Verbiage should be modified to a permissive statement, i.e., "The SP may reproduce low volume mission unique jobs in-house on specialized digital color printers or copiers. The SP may provide binding and finishing services on low volume or unique mission products."	C.5.7.8.	
		"The SP shall provide binding and finishing services" by, regulation, USACE should be utilizing GPO contracts for this work 'on a high-speed copier' a copier that prints above a certain rate of speed is considered "printing/publishing" by GPO, USACE shouldn't be accessing this type of equipment, other than via GPO services.	C.5.7.8.	
		Insert "(or other state-of-the art media)" after "and interactive CDs" on line 4.	C.5.7.10.2.	

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1/31/2005 Desktop Publishing also includes assisting and advising
customers on how to use desktop publishing.

Para

C.5.7.8.